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Product Technical Documentation

Stealth Pos Gateway

Version :- 4-01-30-CS-005

Document Revision History :-

Feb 2015 – 1.01 Release Mike Green
proddocumentation@sunbirdsa.co.za

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1. INTRODUCTION

The “Stealth Pos Gateway” is a middleware software product, which, provides integration between a “retailers” point of sale system and the video surveillance cameras monitoring the cashiers.

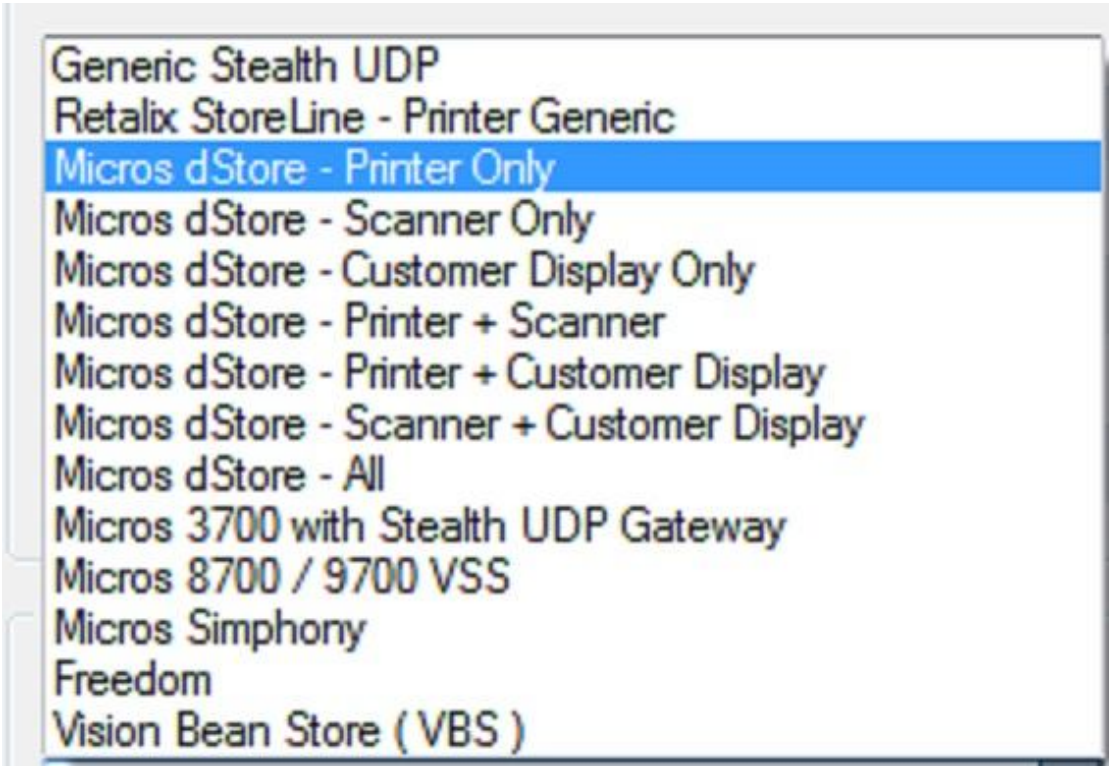
The product provides an effective tool, which is used by the surveillance operator, to monitor point of sale transactions as they occur (Live) and/ or after the fact (Archived). Thus, assisting in reducing shrinkage at the point of sale and with resolving customer disputes.

This document provides technical information on how to setup , use and manage the SPG. It is not a ‘User Manual’ and should only be provided to the surveillance system technical integrator.

1.1. THIS PRODUCT VERSION

This “Stealth Pos Gateway” product version, (SPG-4-01-30-CS-005), is used for the integration between pos systems that provide a means of integration via UDP/IP and the “Luxriot” Video Management System (VMS).

1.2. SUPPORTED POS SYSTEMS ON THIS VERSION


Generic Stealth UDP
Retalix StoreLine - Printer Generic
Micros dStore - Printer Only
Micros dStore - Scanner Only
Micros dStore - Customer Display Only
Micros dStore - Printer + Scanner
Micros dStore - Printer + Customer Display
Micros dStore - Scanner + Customer Display
Micros dStore - All
Micros 3700 with Stealth UDP Gateway
Micros 8700 / 9700 VSS
Micros Simphony
Freedom
Vision Bean Store (VBS)

1.3. SUPPORTED VIDEO MANAGEMENT SYSTEMS (VMS)

This SPG version is designed for use with a “Luxriot” VMS system.

NB :- Luxriot Version 2.5.1 or later

www.luxriot.com

The Luxriot VMS system provides the means of viewing, archiving and managing the surveillance cameras pertaining to the installation.
The SPG provides a link between the surveillance archive and the Pos transactional data.

---

2. INSTALLING THE STEALTH POS GATEWAY (SPG)

NB :- Your Luxriot VMS Server may already come with the SPG software pre-installed. In which case you can skip this section.

The SPG is a middleware application which provides the link between the POS transactional data and the VMS.

This application is installed on the Luxriot VMS Client PC. The SPG is a single instance application and should be installed once on the VMS Client which is used by the investigation officer who will monitor and resolve pos transactions, disputes and investigations.

For multi user pos investigations (larger retail operations / chains) use the Stealth PIC, (Pos Investigation Client), which is a multi-user server/ client pos investigation system.

Generally the SPG is used on retail operations with less than 30 till points. For retail operations with more than 30 till points the Stealth-PIC must be used.

2.1. SYSTEM REQUIREMENTS

2.1.1. This is a Microsoft Windows application and must be installed on a PC running a Windows 7 or later operating system.

2.1.2. This is a .NET (DOTNET) application and requires a Microsoft .NET Framework Revision 4.5.1 or later.

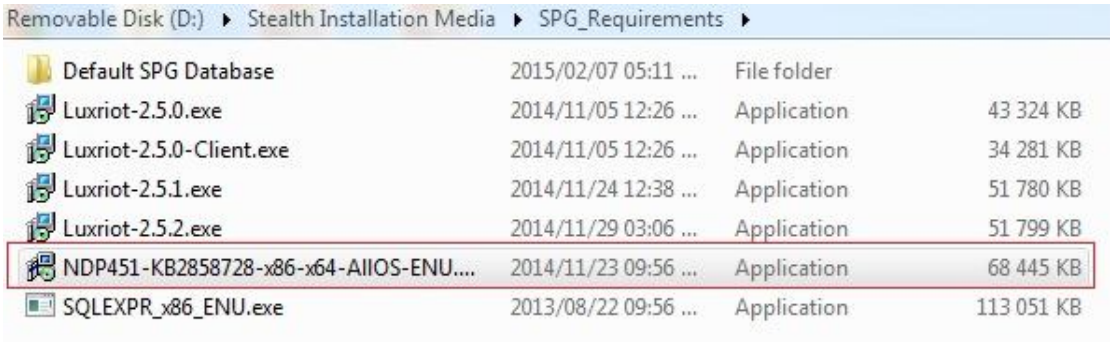
2.1.3. This application uses a Microsoft SQL Server Express 2008 database to store pos event and configuration data. It requires an Instance of SQL Server Express named SQLEXPRESSSPG to be running on the machine to allow it to operate.

Let's begin the installation.

2.2. INSTALLING THE MICROSOFT DOTNET 4.5.1 FRAMEWORK

The SPG is an application which requires a Microsoft.NET Framework 4.5.1 or later to operate.

The installation media is included in your installation media pack in the folder :- Stealth Installation Media\SPG_Requirements.


Removable Disk (D:) ▸ Stealth Installation Media ▸ SPG_Requirements ▸
Default SPG Database 2015/02/07 05:11 ... File folder
Luxriot-2.5.0.exe 2014/11/05 12:26 ... Application 43 324 KB
Luxriot-2.5.0-Client.exe 2014/11/05 12:26 ... Application 34 281 KB
Luxriot-2.5.1.exe 2014/11/24 12:38 ... Application 51 780 KB
Luxriot-2.5.2.exe 2014/11/29 03:06 ... Application 51 799 KB
NDP451-KB2858728-x86-x64-AllOS-ENU.... 2014/11/23 09:56 ... Application 68 445 KB
SQLEXPR_x86_ENU.exe 2013/08/22 09:56 ... Application 113 051 KB

Or download from Microsoft at :-

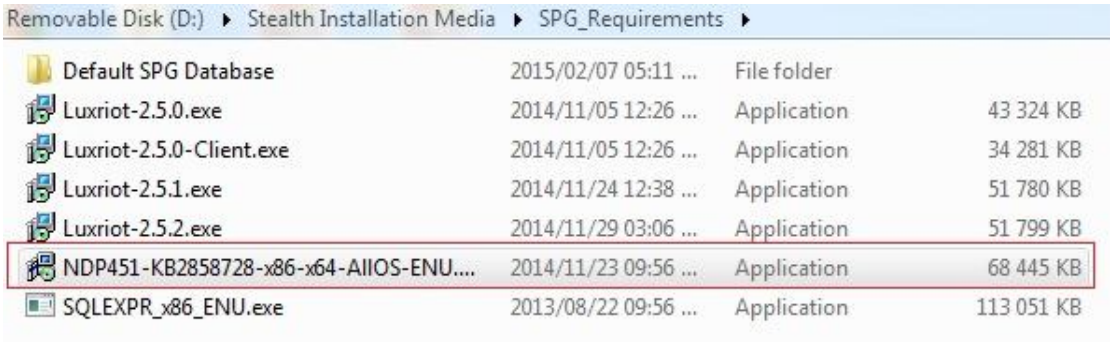
http://www.microsoft.com/en-za/download/details.aspx?id=40779

Or find it under downloads at www.sunbirdSA.com

Or download from our dropbox at :- (Full Installation pack – Includes .NET, SQL Express , SPG Installation media etc.)

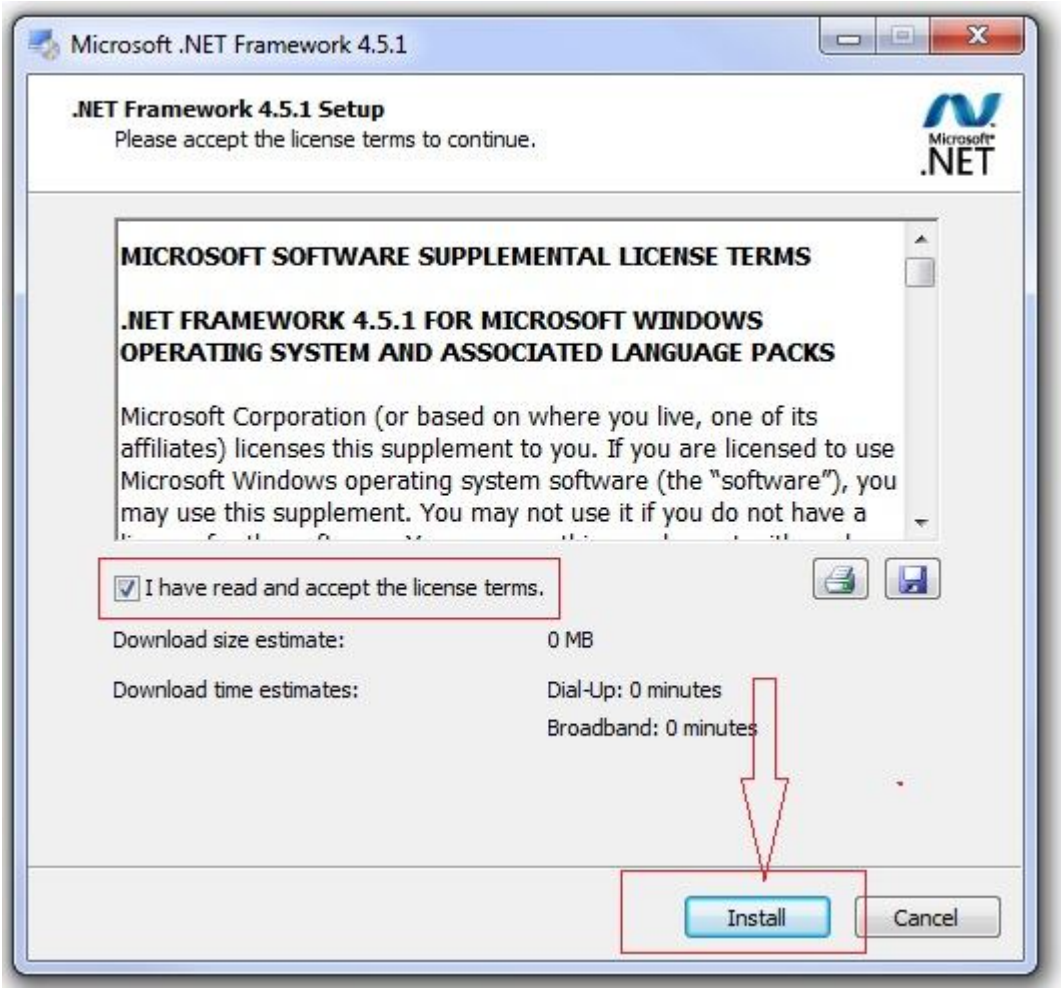
https://www.dropbox.com/sh/2609taz3w6e4gsj/AABbGNeyLNw3k5HnQE-TWVvsa?dl=0

2.2.1 Run the .NET 4.5.1 Installation Package

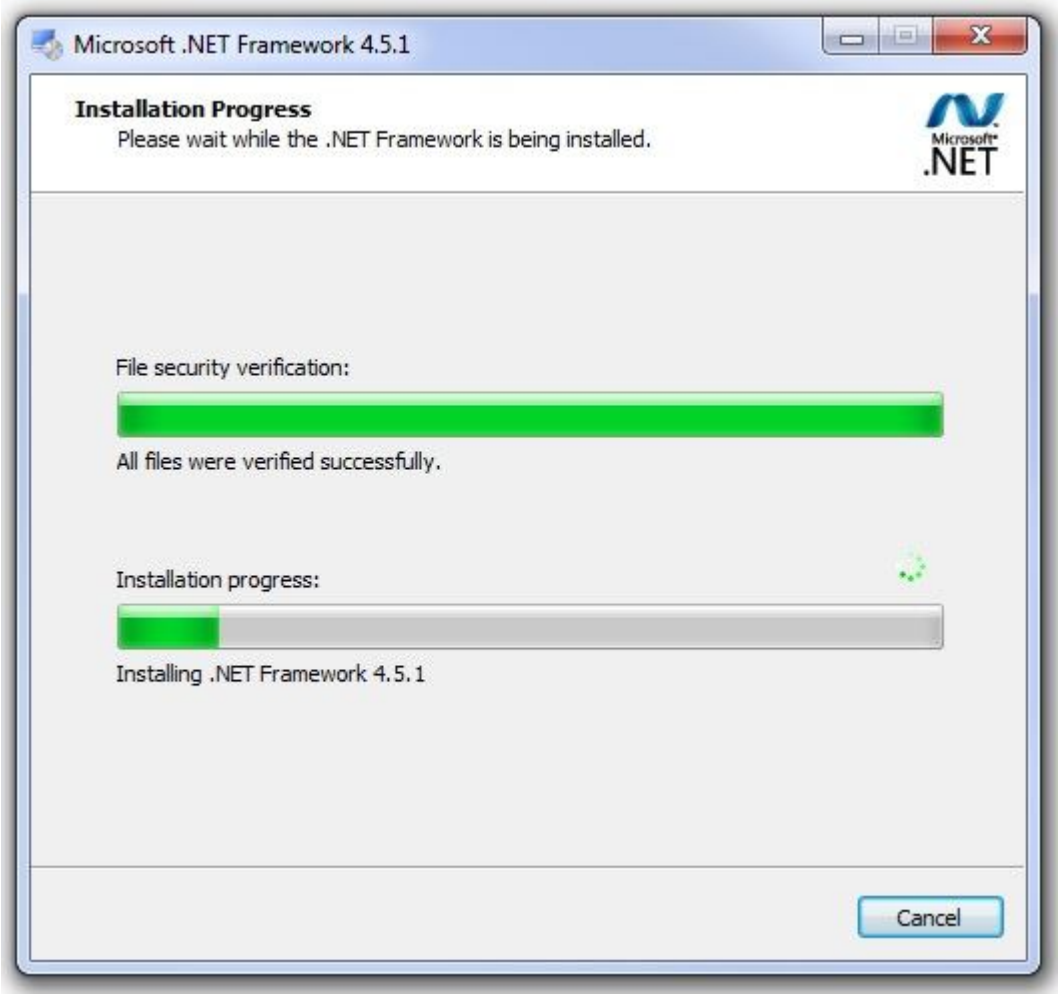

Removable Disk (D:) ▸ Stealth Installation Media ▸ SPG_Requirements ▸
Default SPG Database 2015/02/07 05:11 ... File folder
Luxriot-2.5.0.exe 2014/11/05 12:26 ... Application 43 324 KB
Luxriot-2.5.0-Client.exe 2014/11/05 12:26 ... Application 34 281 KB
Luxriot-2.5.1.exe 2014/11/24 12:38 ... Application 51 780 KB
Luxriot-2.5.2.exe 2014/11/29 03:06 ... Application 51 799 KB
NDP451-KB2858728-x86-x64-AllOS-ENU.... 2014/11/23 09:56 ... Application 68 445 KB
SQLEXPR_x86_ENU.exe 2013/08/22 09:56 ... Application 113 051 KB

2.2.2 Read and accept license terms and Install.

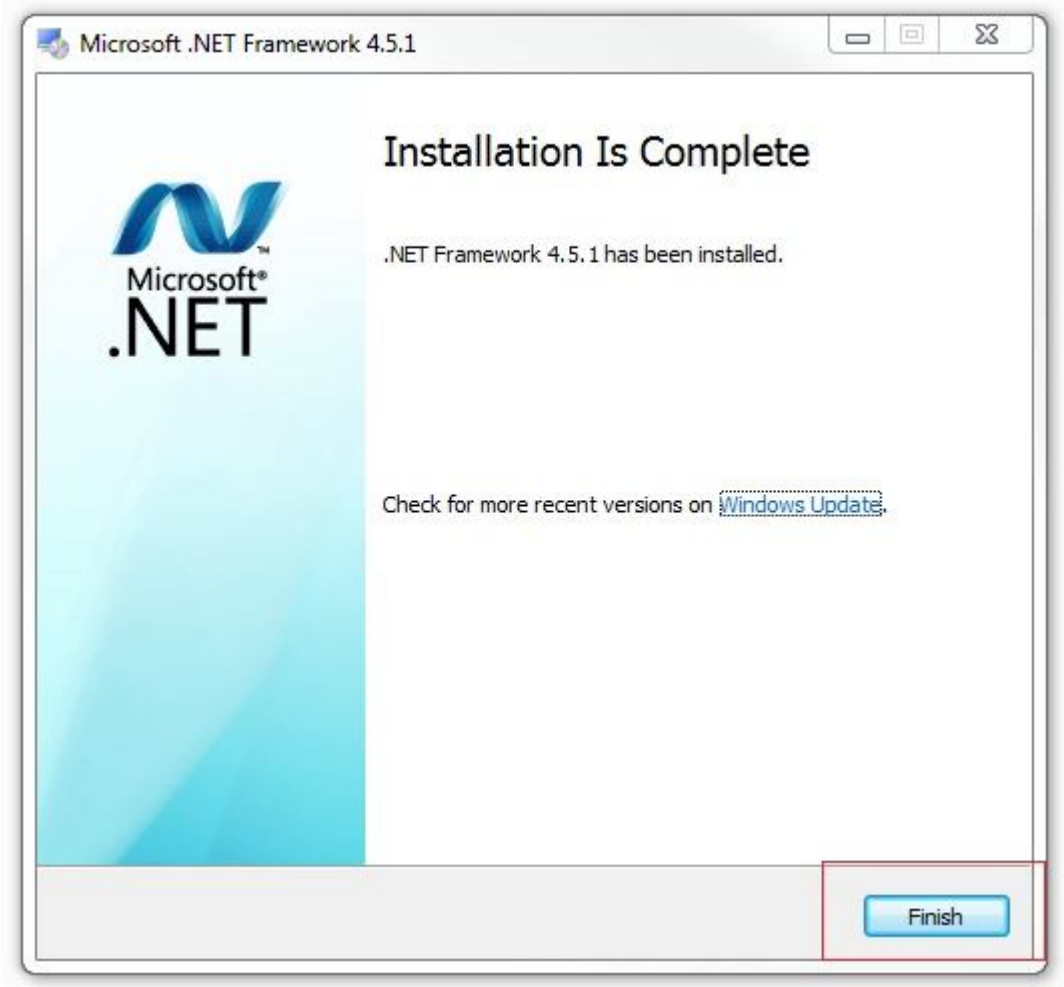
Note :- If the installer shows a repair or modify installation screen then .NET 4.5.1 or later is already installed on this machine. You can then cancel the .NET installation and proceed to installing the SQL Server Express Instance.


Microsoft .NET Framework 4.5.1
.NET Framework 4.5.1 Setup
Please accept the license terms to continue.
Microsoft .NET
MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TERMS
.NET FRAMEWORK 4.5.1 FOR MICROSOFT WINDOWS OPERATING SYSTEM AND ASSOCIATED LANGUAGE PACKS
Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to use Microsoft Windows operating system software (the "software"), you may use this supplement. You may not use it if you do not have a
I have read and accept the license terms.
Download size estimate: 0 MB
Download time estimates: Dial-Up: 0 minutes
Broadband: 0 minutes
Install
Cancel

2.2.3 Wait for installation to complete.



2.2.4 Finish .NET installation.

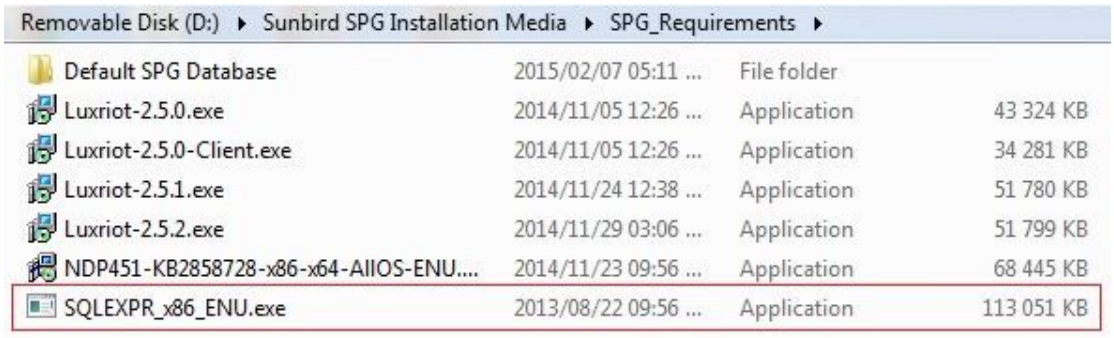


2.3. INSTALLING THE SQL SERVER EXPRESS INSTANCE NAMED SQLEXPRESSSPG

The SPG is an application which requires an Instance of SQL Server Express 2008 R2 to be installed on the host machine.

NB :- You must install an instance of SQL SERVER EXPRESS 2008 R2. Not an earlier or later version. This application is developed on a Microsoft Visual Studio 2010 development environment. It uses LINQ for SQL Server to access the database.

The installation media is included in your installation media pack in the folder :- Stealth Installation Media\SPG_Requirements.


Removable Disk (D:) ▸ Sunbird SPG Installation Media ▸ SPG_Requirements ▸
Default SPG Database 2015/02/07 05:11 ... File folder
Luxriot-2.5.0.exe 2014/11/05 12:26 ... Application 43 324 KB
Luxriot-2.5.0-Client.exe 2014/11/05 12:26 ... Application 34 281 KB
Luxriot-2.5.1.exe 2014/11/24 12:38 ... Application 51 780 KB
Luxriot-2.5.2.exe 2014/11/29 03:06 ... Application 51 799 KB
NDP451-KB2858728-x86-x64-AllOS-ENU.... 2014/11/23 09:56 ... Application 68 445 KB
SQLEXPR_x86_ENU.exe 2013/08/22 09:56 ... Application 113 051 KB

Or download from Microsoft at :-

http://www.microsoft.com/en-za/download/details.aspx?id=25052

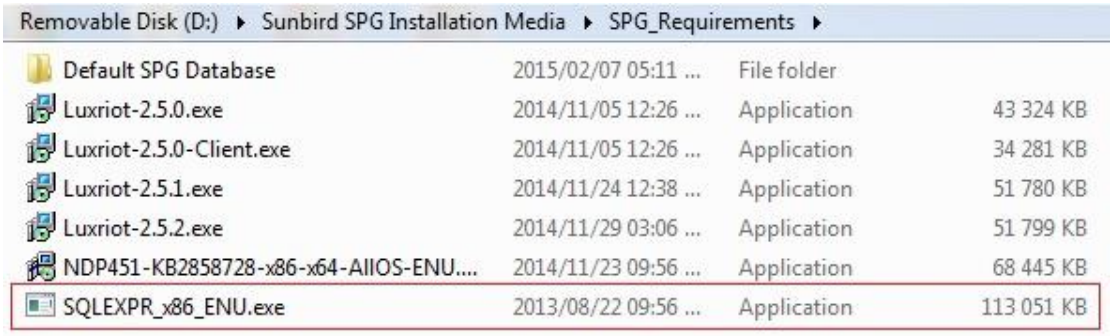
Or find it under downloads at www.sunbirdSA.com

Or download from our dropbox at :- (Full Installation pack – Includes .NET, SQL Express , SPG Installation media etc.)

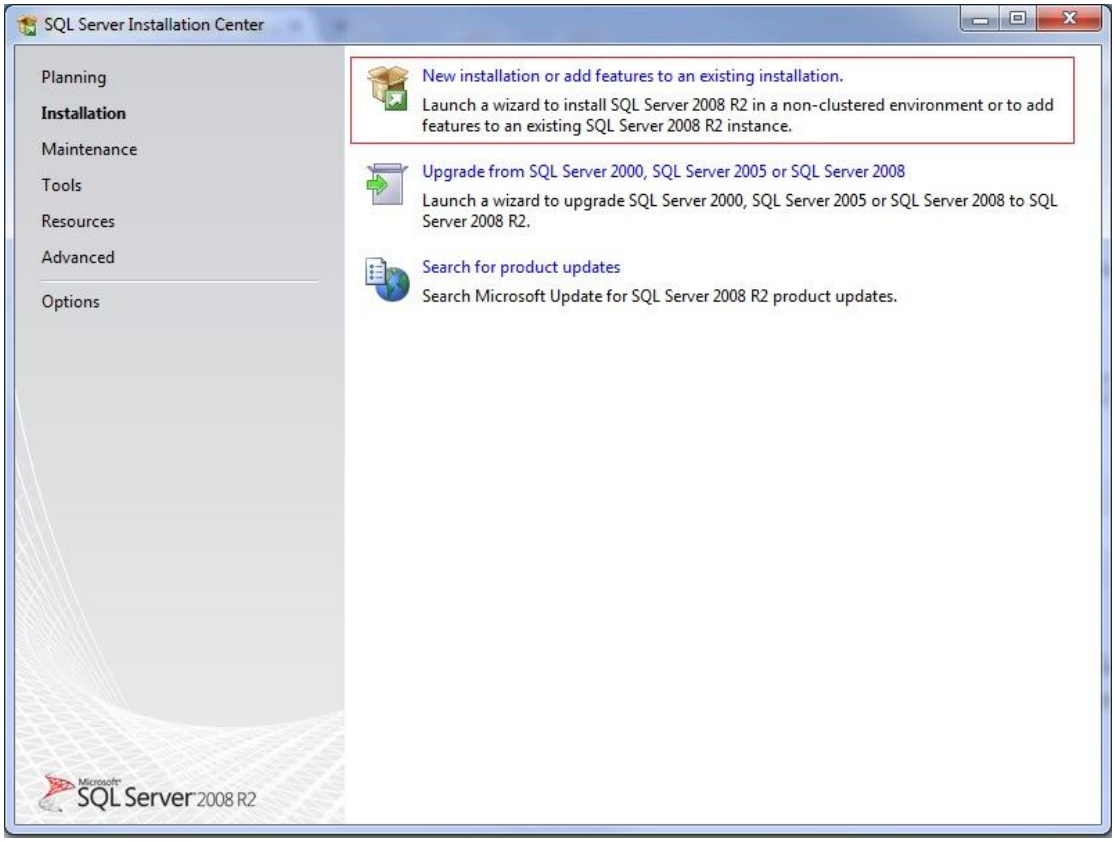
https://www.dropbox.com/sh/2609taz3w6e4gsj/AABbGNeyLNw3k5HnQE-TWVvsa?dl=0

2.3.1 Run the SQL Server Express Installation Package

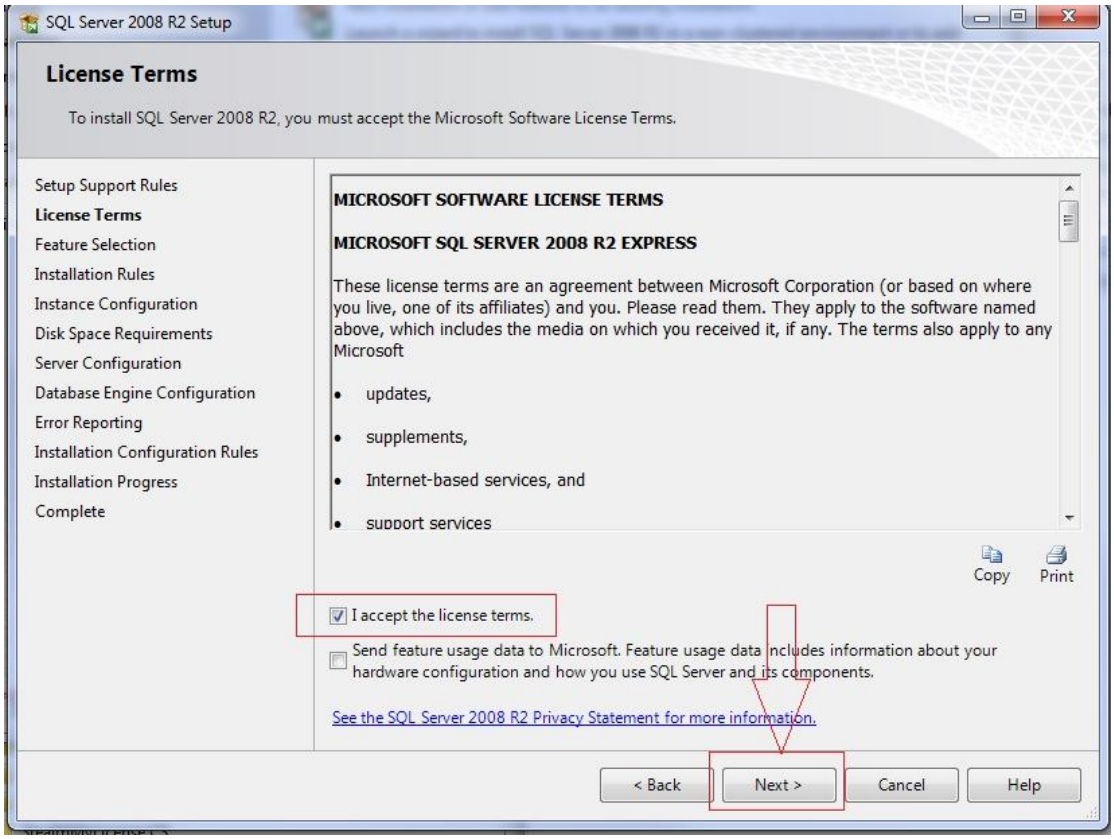
NB :- There are a few important steps to take in this installation. Do not just skip through the installation defaults.


Removable Disk (D:) ▸ Sunbird SPG Installation Media ▸ SPG_Requirements ▸
Default SPG Database 2015/02/07 05:11 ... File folder
Luxriot-2.5.0.exe 2014/11/05 12:26 ... Application 43 324 KB
Luxriot-2.5.0-Client.exe 2014/11/05 12:26 ... Application 34 281 KB
Luxriot-2.5.1.exe 2014/11/24 12:38 ... Application 51 780 KB
Luxriot-2.5.2.exe 2014/11/29 03:06 ... Application 51 799 KB
NDP451-KB2858728-x86-x64-AllOS-ENU.... 2014/11/23 09:56 ... Application 68 445 KB
SQLEXPR_x86_ENU.exe 2013/08/22 09:56 ... Application 113 051 KB

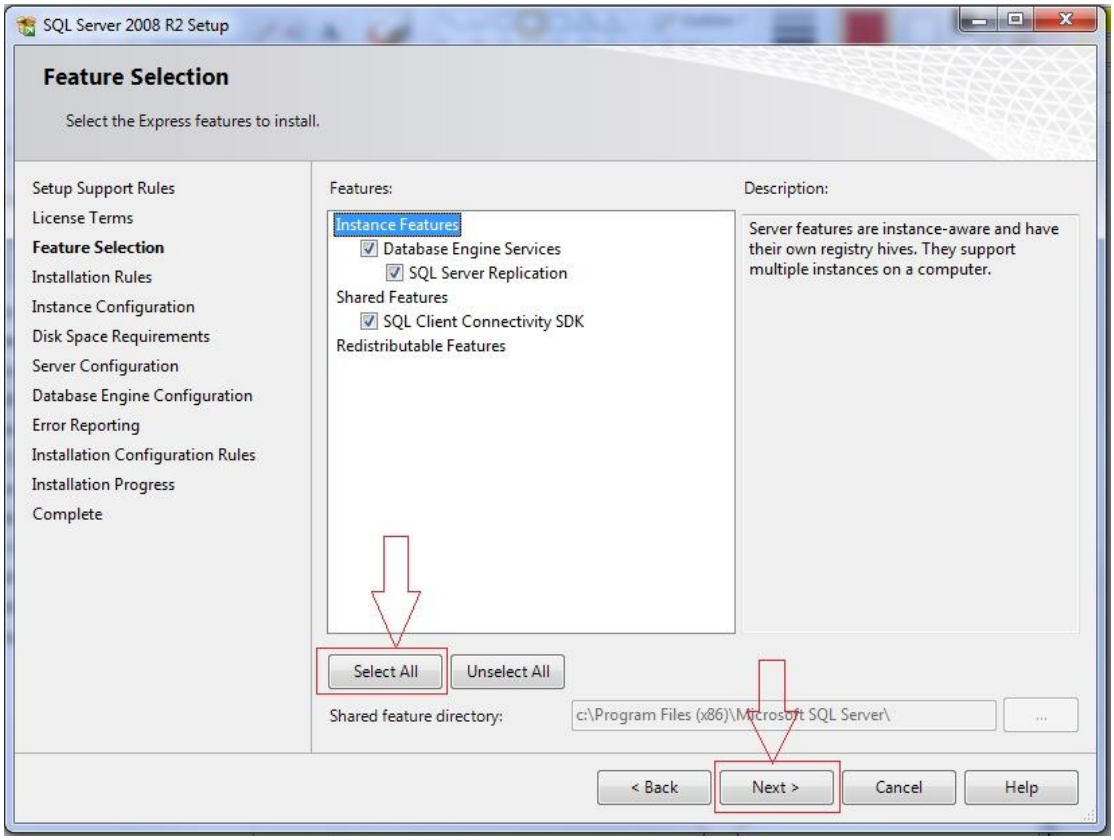
2.3.2 You are doing a new installation


SQL Server Installation Center
Planning
Installation
Maintenance
Tools
Resources
Advanced
Options
New installation or add features to an existing installation.
Launch a wizard to install SQL Server 2008 R2 in a non-clustered environment or to add features to an existing SQL Server 2008 R2 instance.
Upgrade from SQL Server 2000, SQL Server 2005 or SQL Server 2008
Launch a wizard to upgrade SQL Server 2000, SQL Server 2005 or SQL Server 2008 to SQL Server 2008 R2.
Search for product updates
Search Microsoft Update for SQL Server 2008 R2 product updates.
SQL Server 2008 R2

2.3.3 Read, comply with and accept the Microsoft License Agreement.


SQL Server 2008 R2 Setup
License Terms
To install SQL Server 2008 R2, you must accept the Microsoft Software License Terms.
Setup Support Rules
License Terms
Feature Selection
Installation Rules
Instance Configuration
Disk Space Requirements
Server Configuration
Database Engine Configuration
Error Reporting
Installation Configuration Rules
Installation Progress
Complete
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT SQL SERVER 2008 R2 EXPRESS
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
updates,
supplements,
Internet-based services, and
support services
Copy
Print
I accept the license terms.
Send feature usage data to Microsoft. Feature usage data includes information about your hardware configuration and how you use SQL Server and its components.
See the SQL Server 2008 R2 Privacy Statement for more information.
< Back
Next >
Cancel
Help

2.3.4. Select All instance features and then click next.

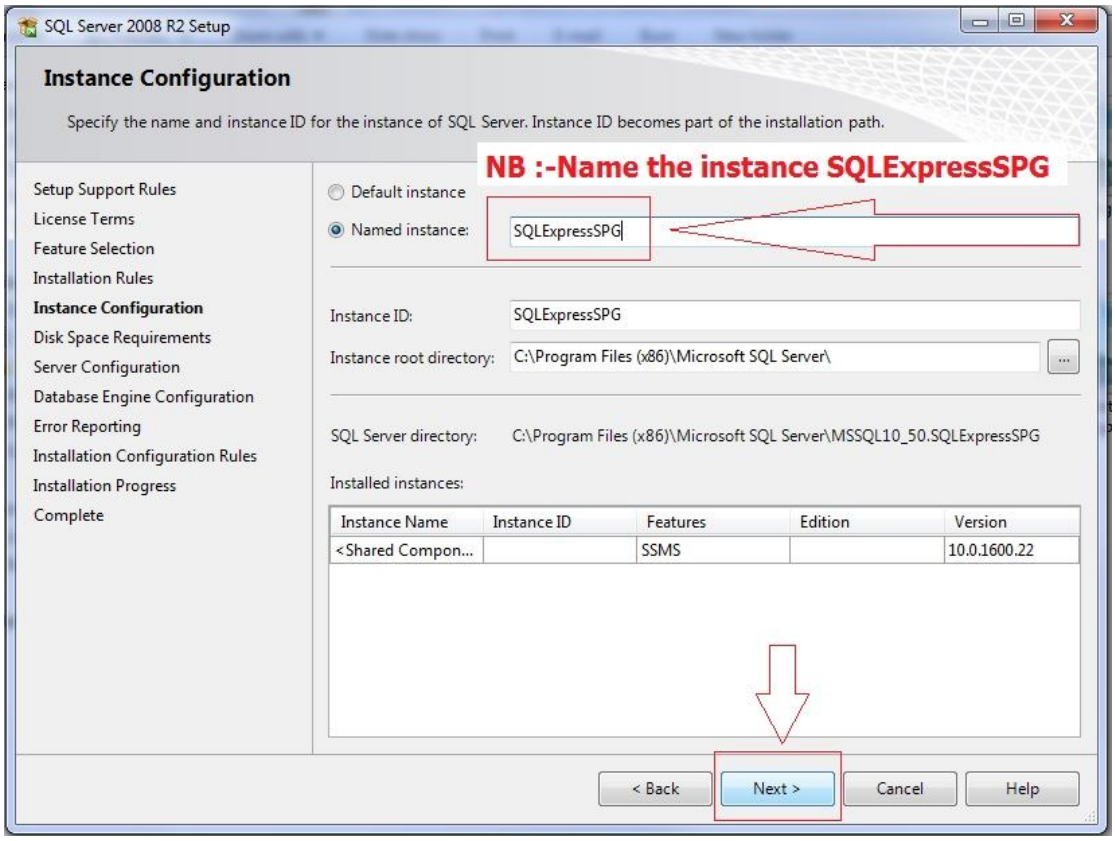


IMPORTANT :-

Watch the next step

You must Name the Instance :- SQLExpressSPG

2.3.5. Name the Instance “SQLExpressSPG” and then click next.

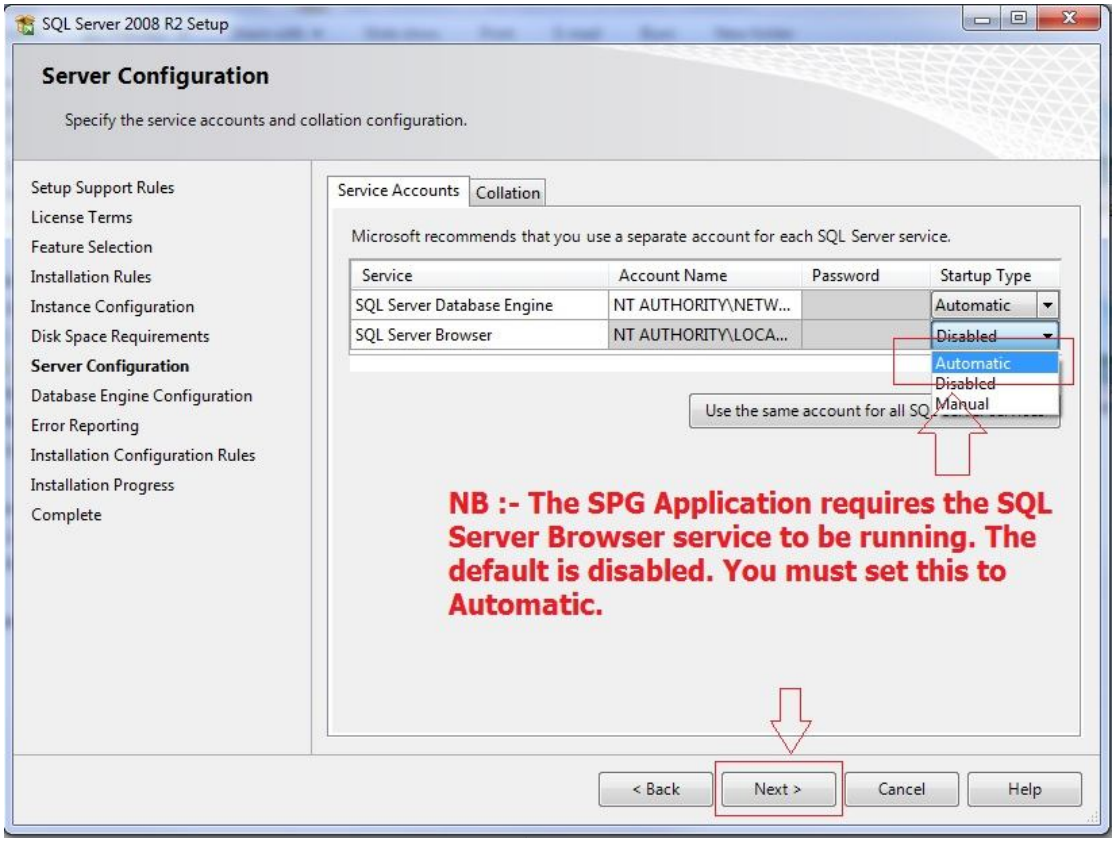


IMPORTANT :-

Watch the next step

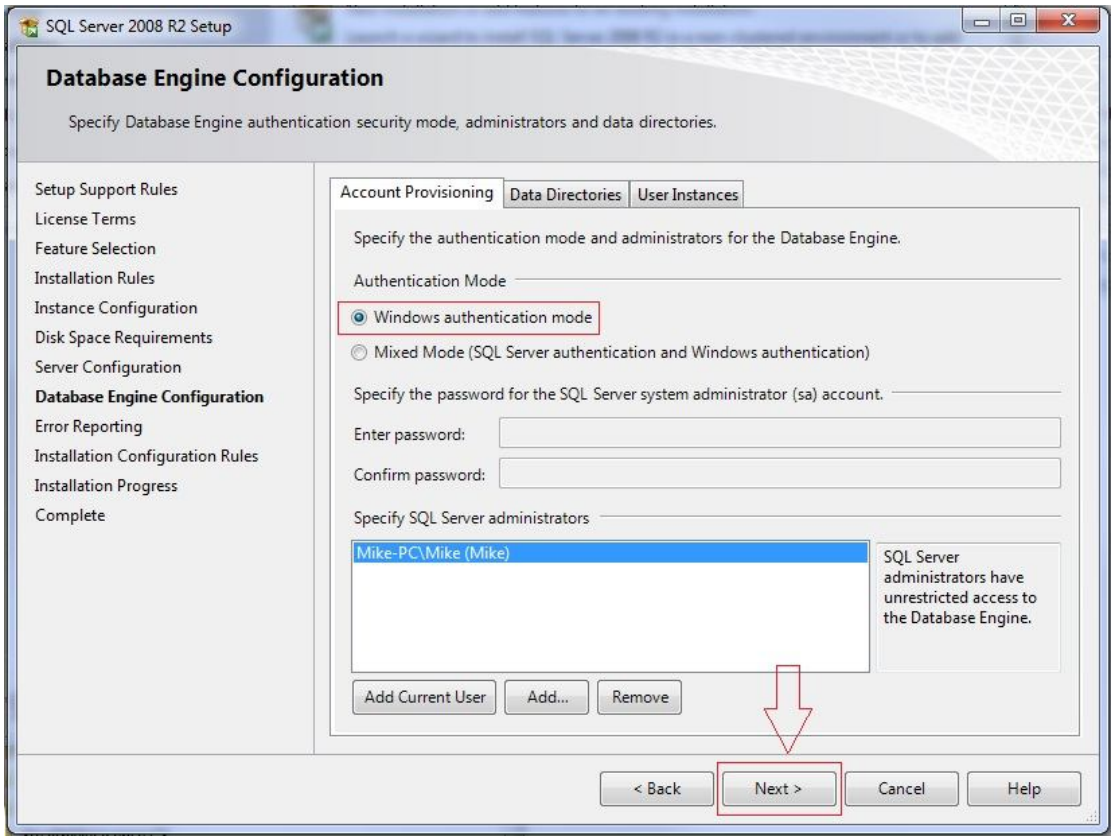
The SPG Application requires the SQL Server Browser service to be running. The default is disabled. You must set this to automatic.

2.3.6. Set the SQL Server Browser to Automatic and then click next.

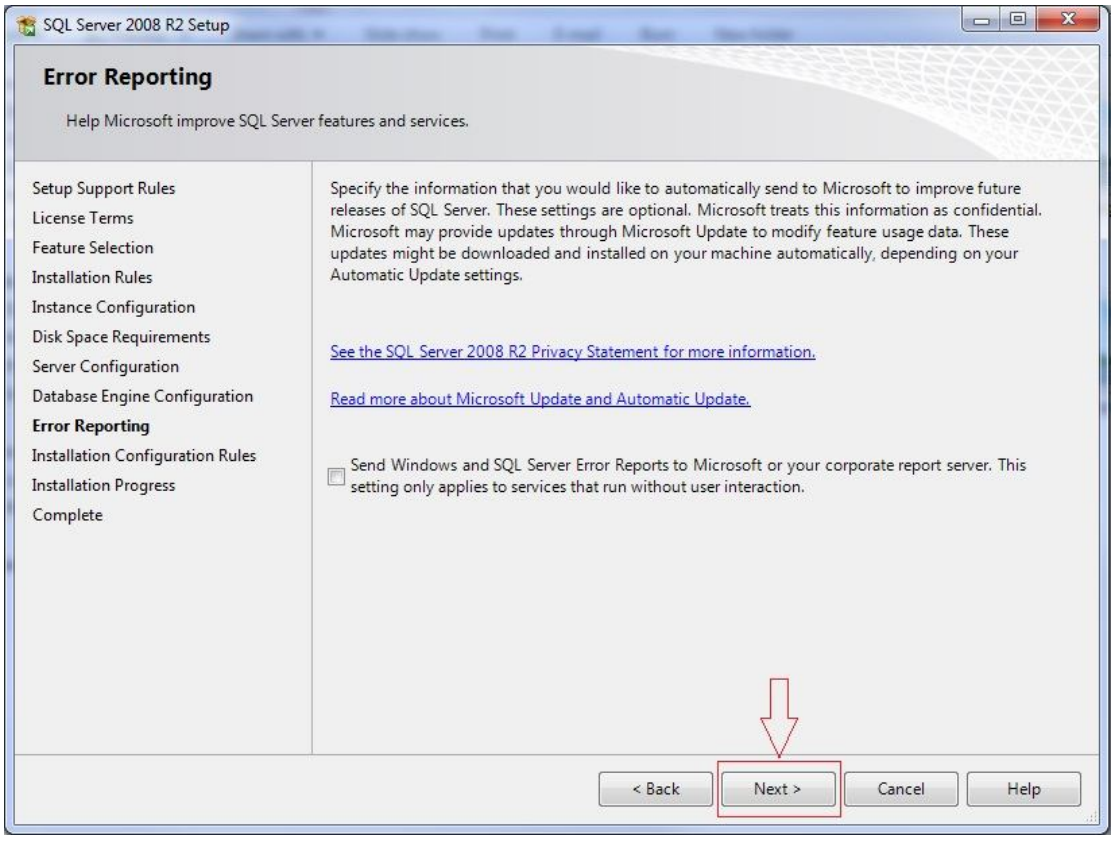


From this point onwards until the end of the SQL Server installation you Select default options.

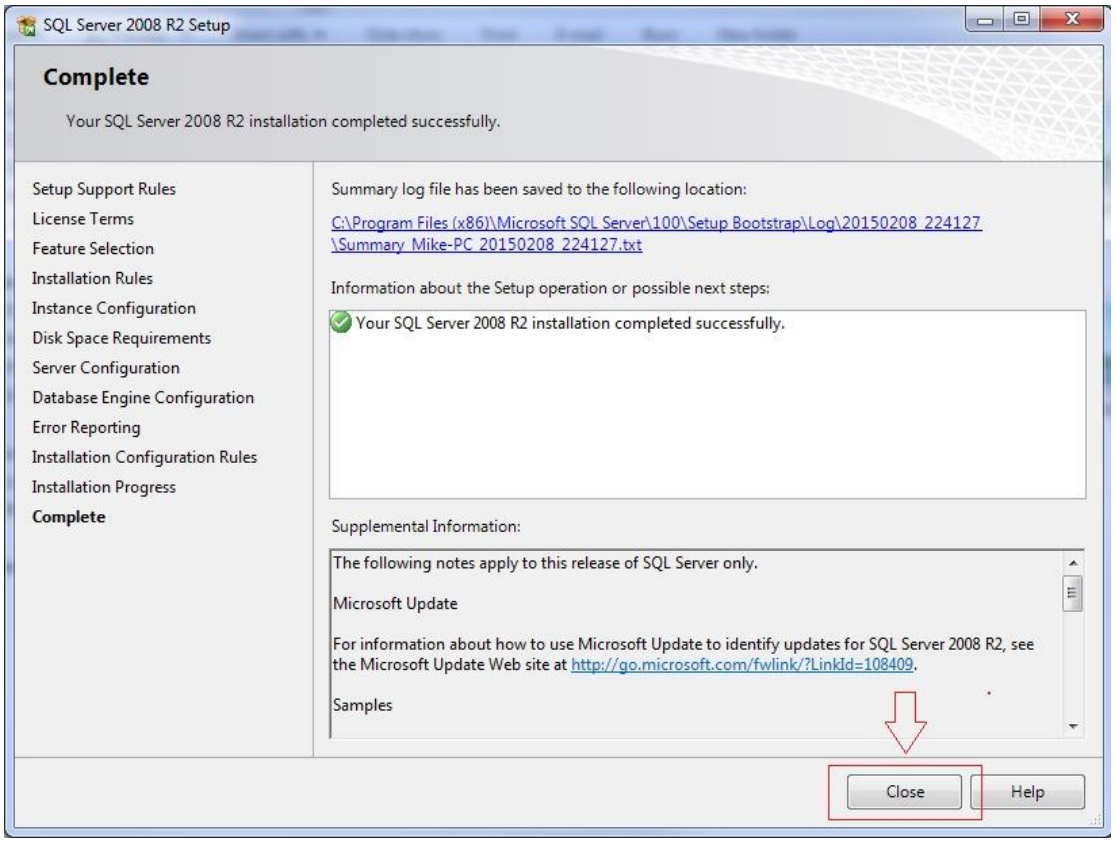
2.3.7. Use “Windows authentication mode” (default) then click next.



2.3.8. No need to send errors to Microsoft. Just click next.

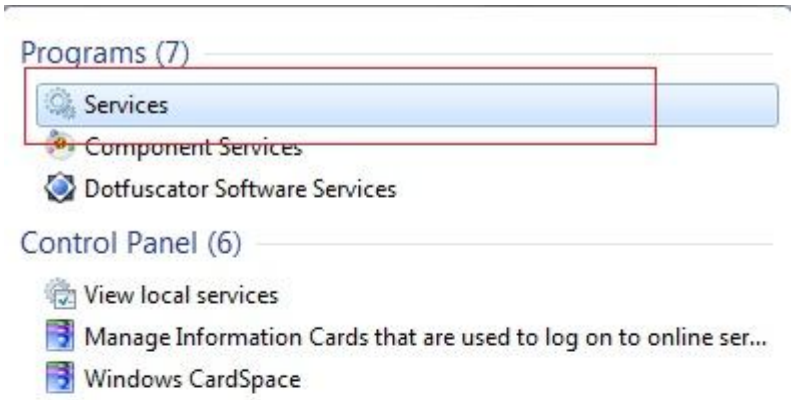

SQL Server 2008 R2 Setup
Error Reporting
Help Microsoft improve SQL Server features and services.
Setup Support Rules
License Terms
Feature Selection
Installation Rules
Instance Configuration
Disk Space Requirements
Server Configuration
Database Engine Configuration
Error Reporting
Installation Configuration Rules
Installation Progress
Complete
Specify the information that you would like to automatically send to Microsoft to improve future releases of SQL Server. These settings are optional. Microsoft treats this information as confidential. Microsoft may provide updates through Microsoft Update to modify feature usage data. These updates might be downloaded and installed on your machine automatically, depending on your Automatic Update settings.
See the SQL Server 2008 R2 Privacy Statement for more information.
Read more about Microsoft Update and Automatic Update.
Send Windows and SQL Server Error Reports to Microsoft or your corporate report server. This setting only applies to services that run without user interaction.
< Back
Next >
Cancel
Help

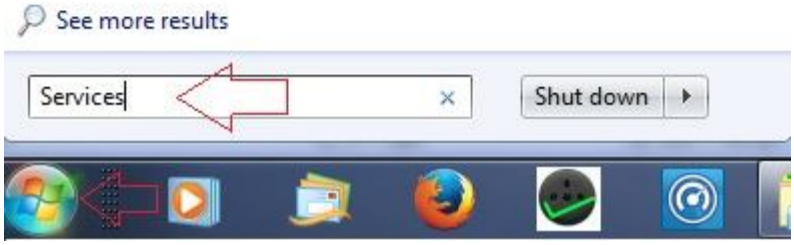
2.3.9. Complete SQL Server setup by clicking close.


SQL Server 2008 R2 Setup
Complete
Your SQL Server 2008 R2 installation completed successfully.
Setup Support Rules
License Terms
Feature Selection
Installation Rules
Instance Configuration
Disk Space Requirements
Server Configuration
Database Engine Configuration
Error Reporting
Installation Configuration Rules
Installation Progress
Complete
Summary log file has been saved to the following location:
C:\Program Files (x86)\Microsoft SQL Server\100\Setup Bootstrap\Log\20150208_224127\Summary_Mike-PC_20150208_224127.txt
Information about the Setup operation or possible next steps:
Your SQL Server 2008 R2 installation completed successfully.
Supplemental Information:
The following notes apply to this release of SQL Server only.
Microsoft Update
For information about how to use Microsoft Update to identify updates for SQL Server 2008 R2, see the Microsoft Update Web site at http://go.microsoft.com/fwlink/?LinkId=108409.
Samples
Close
Help

2.4. Browse to services and make sure that you have an instance of SQL Server (named SQLEXPRESSSPG) running.

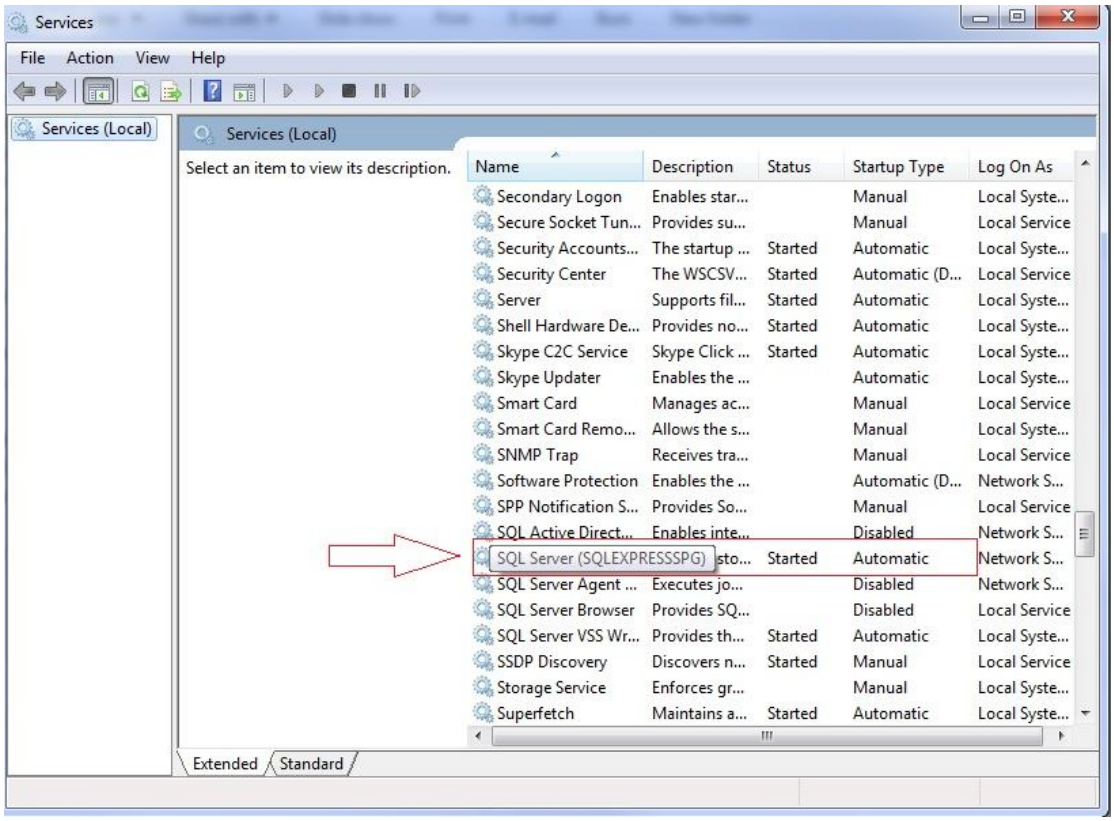
2.4.1. From the “Start menu” type in “Services” in the search box.



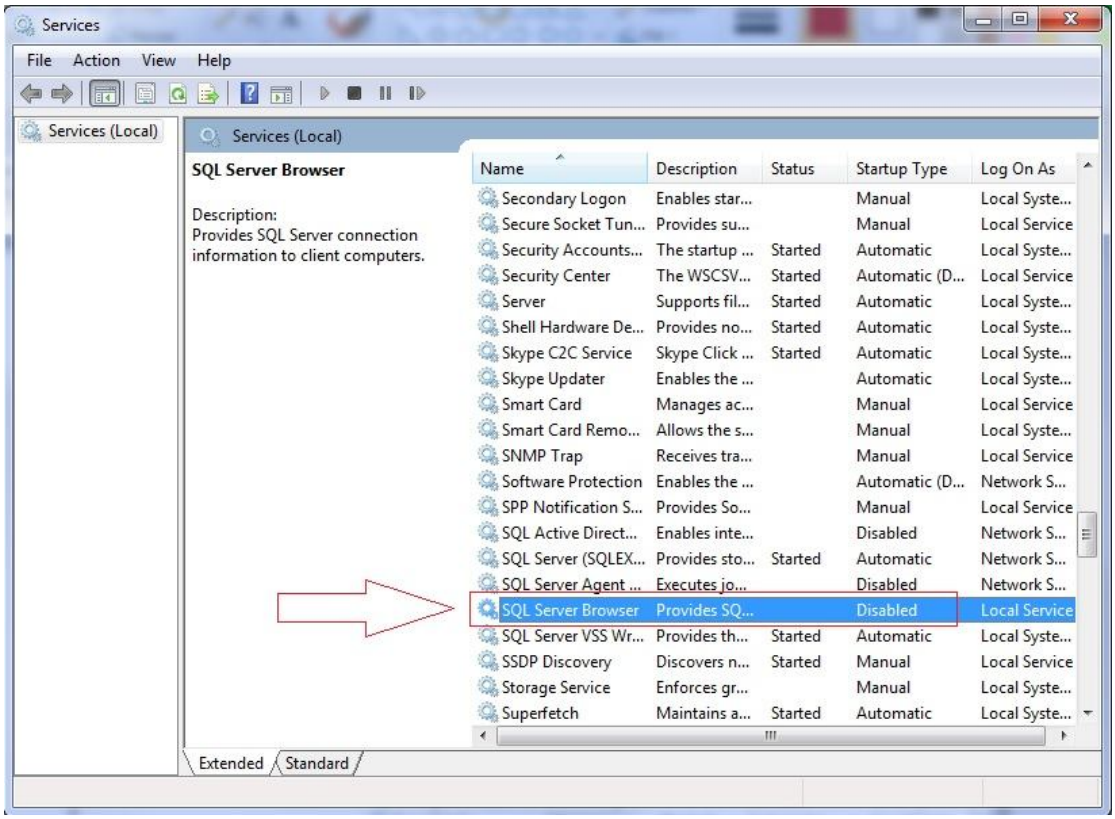


Double click on Services.

2.4.2. In the services dialog make sure that you have an instance of SQL Server named “SQLEXPRESSSPG”, and that the ‘Startup type’ is set to ‘Automatic’, and that the service ‘Status’ is ‘Started’.


Services
File Action View Help
Services (Local)
Services (Local)
Select an item to view its description.
Name Description Status Startup Type Log On As
Secondary Logon Enables star... Manual Local Syste...
Secure Socket Tun... Provides su... Manual Local Service
Security Accounts... The startup ... Started Automatic Local Syste...
Security Center The WSCSV... Started Automatic (D... Local Service
Server Supports fil... Started Automatic Local Syste...
Shell Hardware De... Provides no... Started Automatic Local Syste...
Skype C2C Service Skype Click ... Started Automatic Local Syste...
Skype Updater Enables the ... Automatic Local Syste...
Smart Card Manages ac... Manual Local Service
Smart Card Remo... Allows the s... Manual Local Syste...
SNMP Trap Receives tra... Manual Local Service
Software Protection Enables the ... Automatic (D... Network S...
SPP Notification S... Provides So... Manual Local Service
SQL Active Direct... Enables inte... Disabled Network S...
SQL Server (SQLEXPRESSSPG) sto... Started Automatic Network S...
SQL Server Agent ... Executes jo... Disabled Network S...
SQL Server Browser Provides SQ... Disabled Local Service
SQL Server VSS Wr... Provides th... Started Automatic Local Syste...
SSDP Discovery Discovers n... Started Manual Local Service
Storage Service Enforces gr... Manual Local Syste...
Superfetch Maintains a... Started Automatic Local Syste...
Extended Standard

2.4.3. Check also that the “SQL Server Browser” service has a ‘Startup type’ set to ‘Automatic’. If it is ‘Disabled’ or ‘Manual’ then set it to ‘Automatic’.

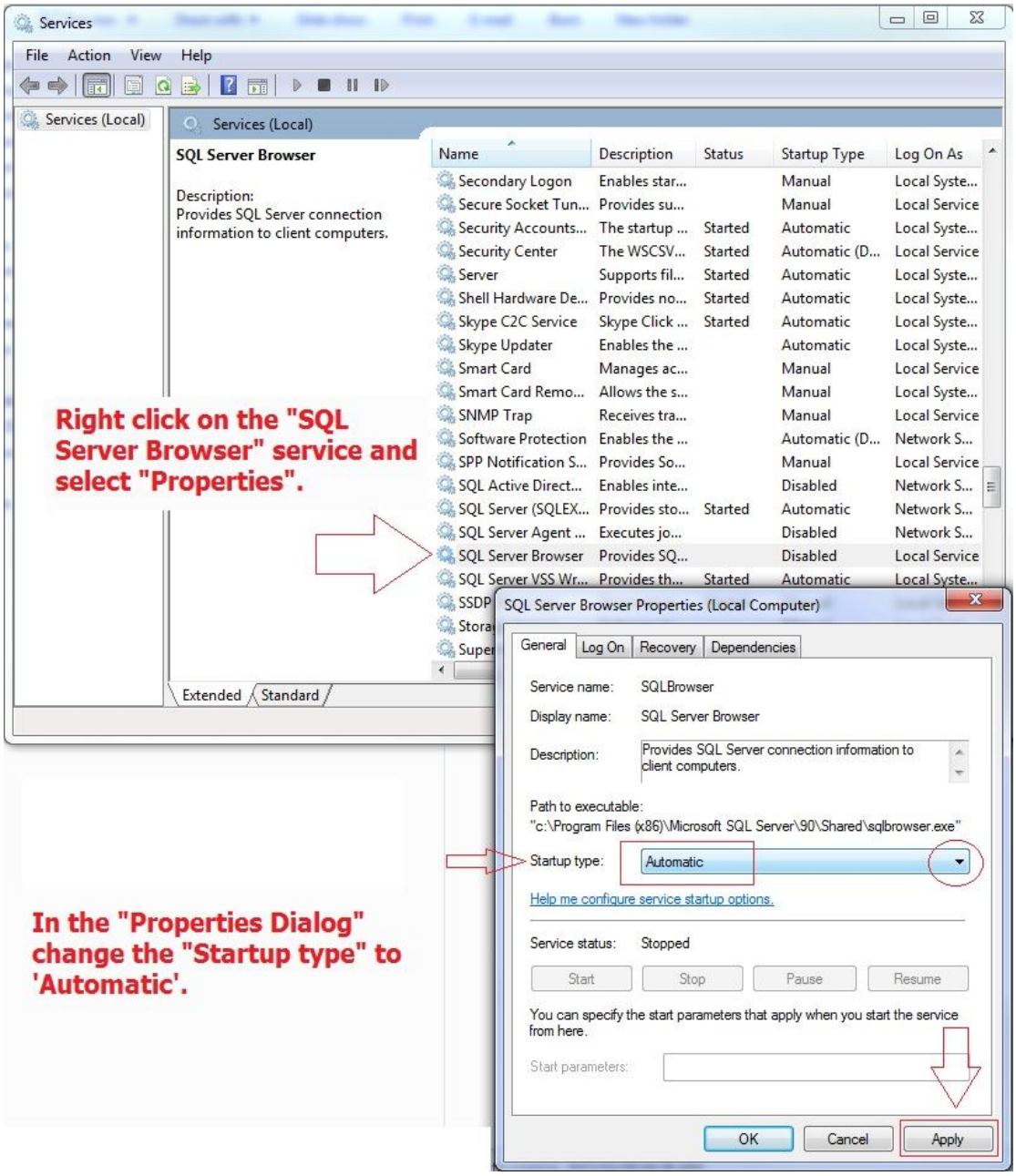

Services
File Action View Help
Services (Local)
Services (Local)
SQL Server Browser
Description:
Provides SQL Server connection information to client computers.
Name Description Status Startup Type Log On As
Secondary Logon Enables star... Manual Local Syste...
Secure Socket Tun... Provides su... Manual Local Service
Security Accounts... The startup ... Started Automatic Local Syste...
Security Center The WSCSV... Started Automatic (D... Local Service
Server Supports fil... Started Automatic Local Syste...
Shell Hardware De... Provides no... Started Automatic Local Syste...
Skype C2C Service Skype Click ... Started Automatic Local Syste...
Skype Updater Enables the ... Automatic Local Syste...
Smart Card Manages ac... Manual Local Service
Smart Card Remo... Allows the s... Manual Local Syste...
SNMP Trap Receives tra... Manual Local Service
Software Protection Enables the ... Automatic (D... Network S...
SPP Notification S... Provides So... Manual Local Service
SQL Active Direct... Enables inte... Disabled Network S...
SQL Server (SQLEX... Provides sto... Started Automatic Network S...
SQL Server Agent ... Executes jo... Disabled Network S...
SQL Server Browser Provides SQ... Disabled Local Service
SQL Server VSS Wr... Provides th... Started Automatic Local Syste...
SSDP Discovery Discovers n... Started Manual Local Service
Storage Service Enforces gr... Manual Local Syste...
Superfetch Maintains a... Started Automatic Local Syste...
Extended Standard

For some reason the “SQL Server Express” installer may not set the “SQL Server Browser” type to ‘Automatic’.

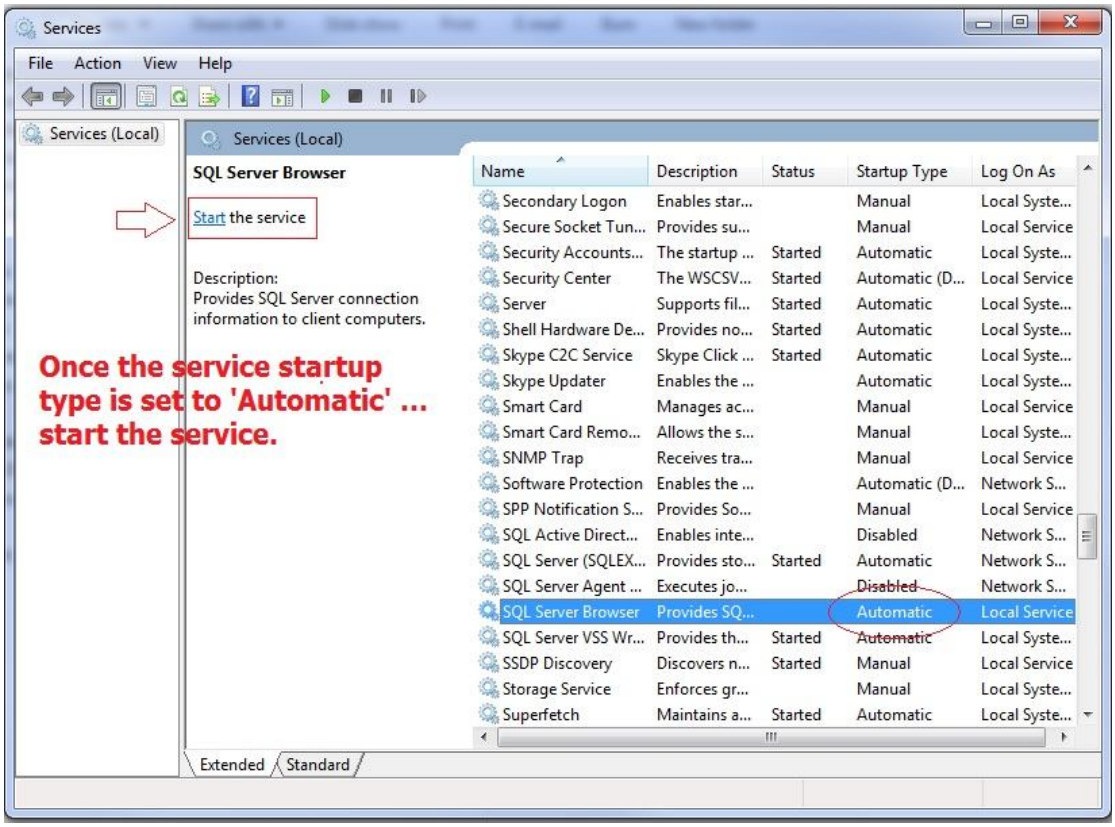
If it is ‘Disabled’ then you need to enable it.

Note :- The SPG Application will try to set this service startup type to ‘Automatic’ if it is found to be ‘disabled’ or ‘manual’. For completeness however, we suggest that you set it here.

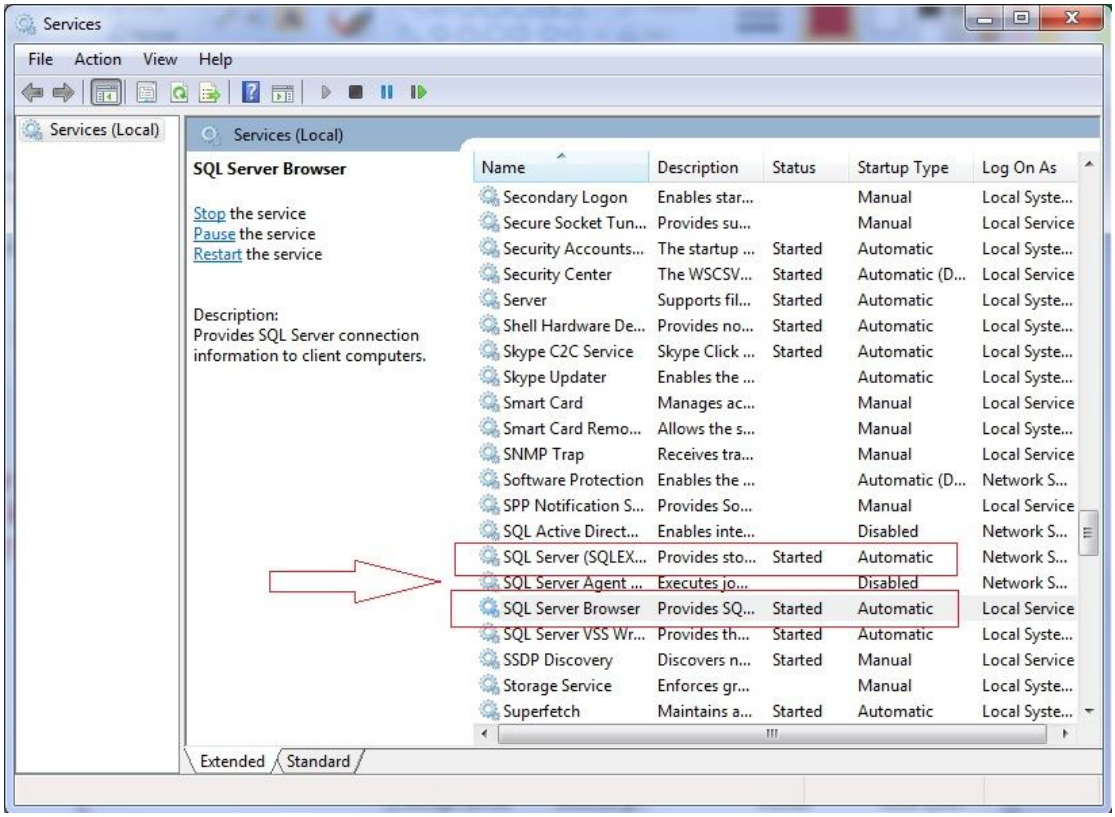
2.4.4. Set the ‘SQL Server Browser’ startup type to ‘Automatic’.



2.4.5. Start the ‘SQL Server Browser’ service.



2.4.6. Verify that the “SQLEXPRESSSPG” and “SQL Server Browser” services have a ‘Startup Type’ of ‘Automatic’ and that both services are ‘Started’.


Services
File Action View Help
Services (Local)
Services (Local)
SQL Server Browser
Stop the service
Pause the service
Restart the service
Description:
Provides SQL Server connection information to client computers.
Name Description Status Startup Type Log On As
Secondary Logon Enables star... Manual Local Syste...
Secure Socket Tun... Provides su... Manual Local Service
Security Accounts... The startup ... Started Automatic Local Syste...
Security Center The WSCSV... Started Automatic (D... Local Service
Server Supports fil... Started Automatic Local Syste...
Shell Hardware De... Provides no... Started Automatic Local Syste...
Skype C2C Service Skype Click ... Started Automatic Local Syste...
Skype Updater Enables the ... Automatic Local Syste...
Smart Card Manages ac... Manual Local Service
Smart Card Remo... Allows the s... Manual Local Syste...
SNMP Trap Receives tra... Manual Local Service
Software Protection Enables the ... Automatic (D... Network S...
SPP Notification S... Provides So... Manual Local Service
SQL Active Direct... Enables inte... Disabled Network S...
SQL Server (SQLEX... Provides sto... Started Automatic Network S...
SQL Server Agent ... Executes jo... Disabled Network S...
SQL Server Browser Provides SQ... Started Automatic Local Service
SQL Server VSS Wr... Provides th... Started Automatic Local Syste...
SSDP Discovery Discovers n... Started Manual Local Service
Storage Service Enforces gr... Manual Local Syste...
Superfetch Maintains a... Started Automatic Local Syste...
Extended Standard

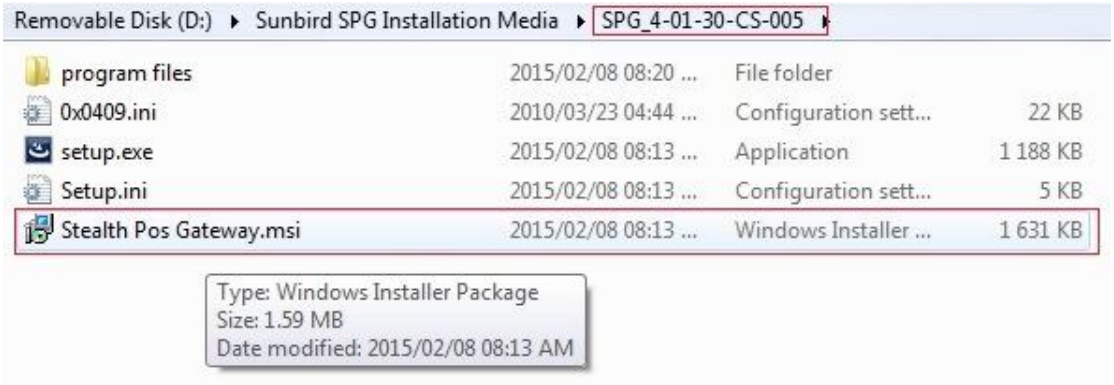
The SQL Server instance “SQLEXPRESSSPG” which is required to save the ‘Pos Events’ and ‘SPG configuration data’ is now setup correctly and running.

2.5. INSTALLING THE “STEALTH POS GATEWAY” (SPG) APPLICATION.

The SPG is an application which integrates the retail ‘point of sale’ system (Pos) to the surveillance ‘video management system’ (VMS). This application needs to be installed on the host ‘Luxriot Client’ machine.

The network topology must be such that the host machine is reachable by the retailers ‘Pos’ Network and the ‘Luxriot Server’. (May be the same Machine … localhost).

The installation media is included in your installation media pack in the folder :- Stealth Installation Media\SPG_4-01-30-CS-005.

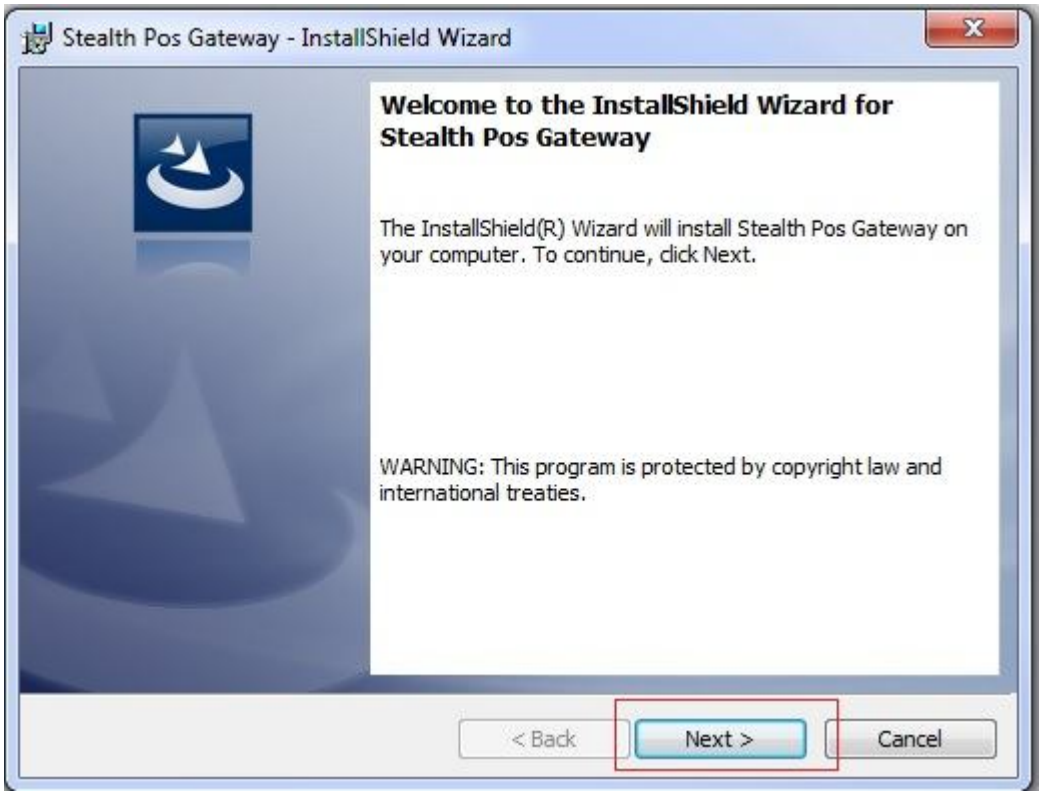

Removable Disk (D:) ▸ Sunbird SPG Installation Media ▸ SPG_4-01-30-CS-005
program files 2015/02/08 08:20 ... File folder
0x0409.ini 2010/03/23 04:44 ... Configuration sett... 22 KB
setup.exe 2015/02/08 08:13 ... Application 1 188 KB
Setup.ini 2015/02/08 08:13 ... Configuration sett... 5 KB
Stealth Pos Gateway.msi 2015/02/08 08:13 ... Windows Installer ... 1 631 KB
Type: Windows Installer Package
Size: 1.59 MB
Date modified: 2015/02/08 08:13 AM

Or find it under downloads at www.sunbirdSA.com

Or download from our dropbox at :- (Full Installation pack – Includes .NET, SQL Express , SPG Installation media etc.)

https://www.dropbox.com/sh/2609taz3w6e4gsj/AABbGNeyLNw3k5HnQE-TWVvsa?dl=0

2.5.1. Run the ‘Install Shield’ (Windows Installer).


Stealth Pos Gateway - InstallShield Wizard
Welcome to the InstallShield Wizard for Stealth Pos Gateway
The InstallShield(R) Wizard will install Stealth Pos Gateway on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

2.5.2. Read, understand and accept the ‘Sunbird Technologies SOFTWARE LICENSE AGREEMENT.

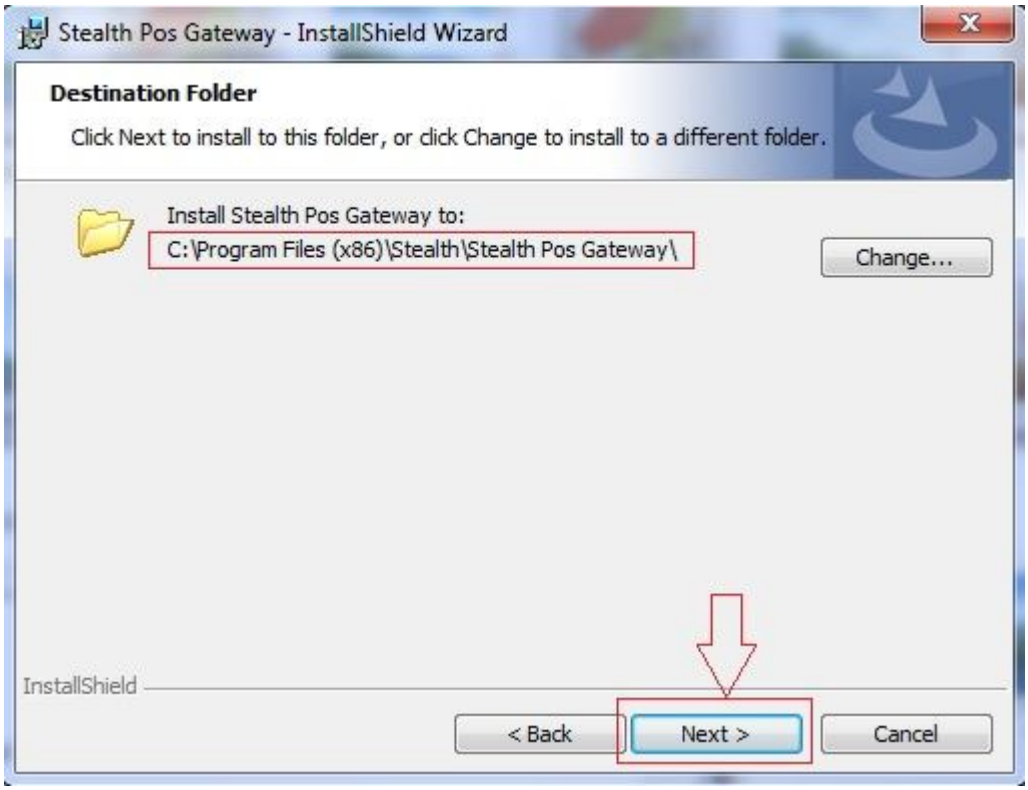
Stealth Pos Gateway - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Sunbird Technologies SOFTWARE LICENSE AGREEMENT
This is a legal agreement between you (either an individual or an entity) and Sunbird Technologies (Brand :- “Stealth” and/or “Plato”). By installing the enclosed software, you are agreeing to be bound by the terms of this Agreement.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

2.5.3. Select the ‘Installation Destination Folder’ and then click next.

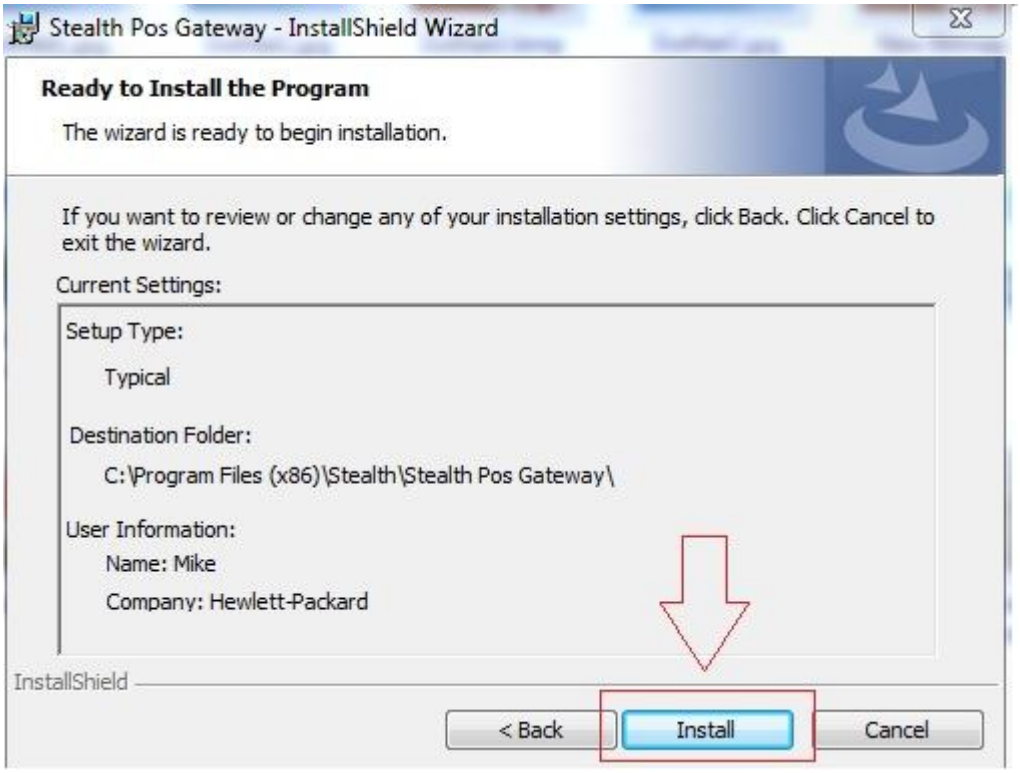
Tip :- The SPG application will install to a destination folder “C:\Program Files (x86)\Stealth\Stealth Pos Gateway”, by default.

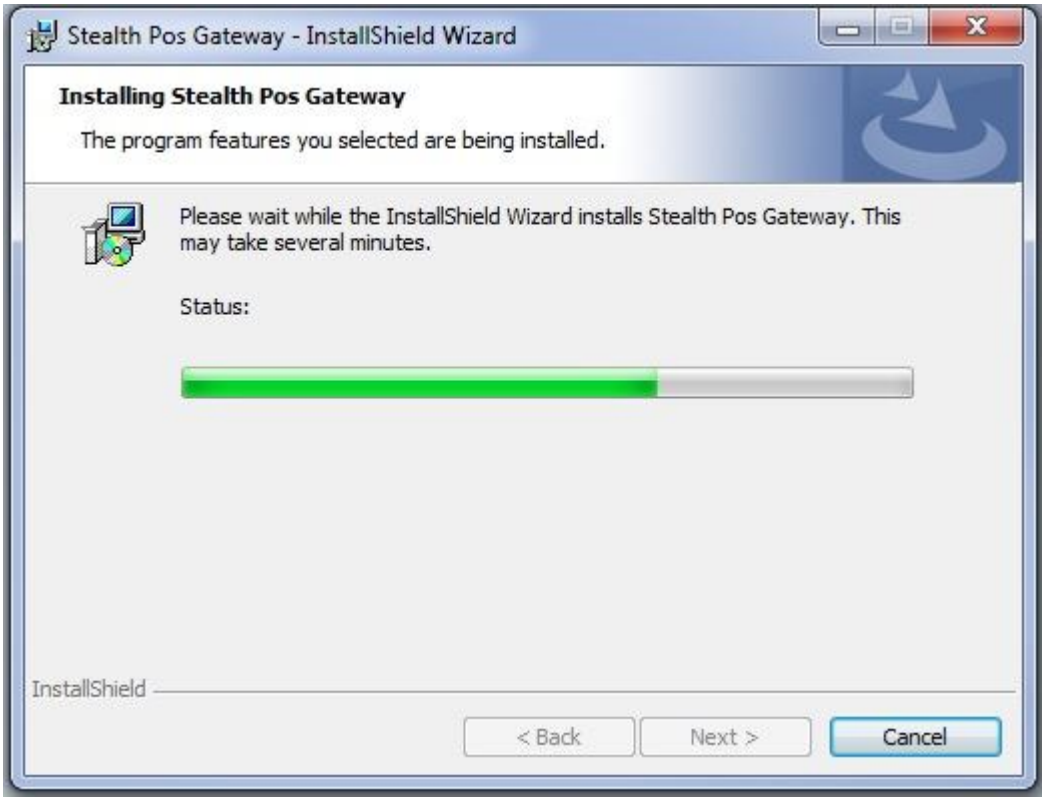
If you are installing this on a Windows 7 operating system then we suggest that you use the default destination folder.

Windows 8 however makes it difficult to install or modify configuration text files (.INI) in a protected ‘Program Files’ folder. The SPG Application makes use of some .INI configuration files.
If you install this application in the default folder then you will need to enable the Administrator account to modify files in this folder.
If you do not wish to enable the Administrator account on the host machine, then we suggest that you ‘Change’ the installation destination folder to install under a different path.
eg. C:\MyProg\Stealth\Stealth Pos Gateway\

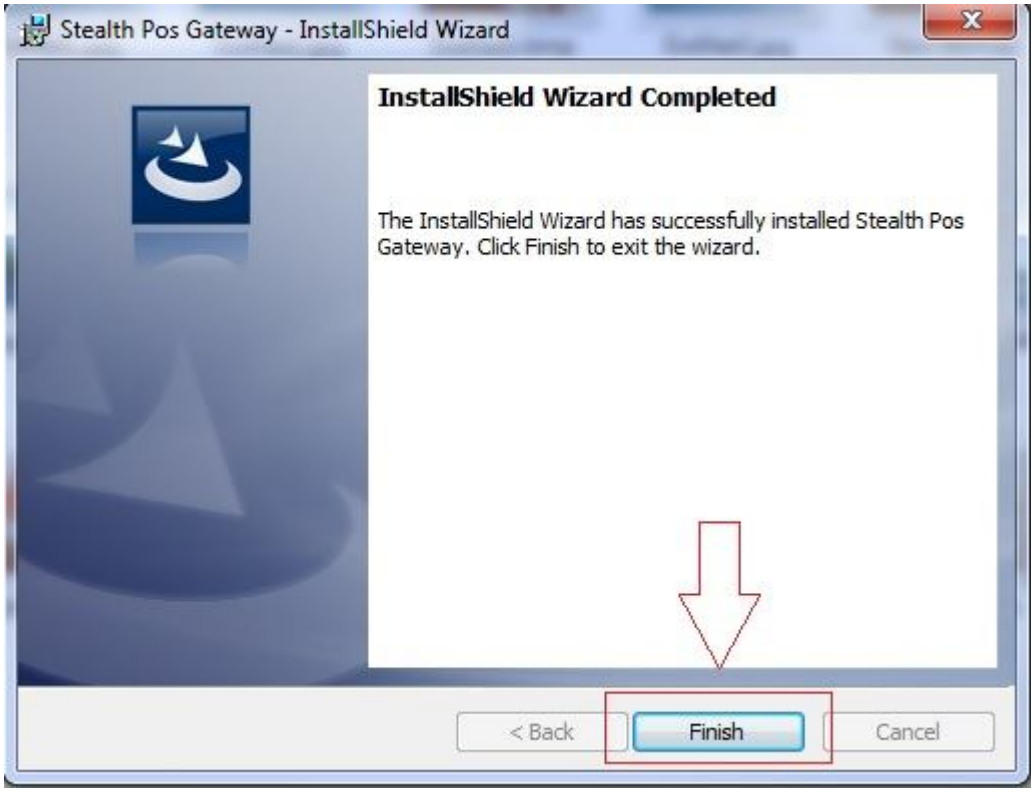

Stealth Pos Gateway - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Stealth Pos Gateway to:
C:\Program Files (x86)\Stealth\Stealth Pos Gateway\
Change...
InstallShield
< Back
Next >
Cancel

2.5.4. Proceed with the installation.




Stealth Pos Gateway - InstallShield Wizard
Installing Stealth Pos Gateway
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Stealth Pos Gateway. This may take several minutes.
Status:
InstallShield
< Back
Next >
Cancel

2.5.5. Complete the SPG Installation.


Stealth Pos Gateway - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Stealth Pos Gateway. Click Finish to exit the wizard.
< Back
Finish
Cancel

This completes the SPG application installation.

You will now have an ICON on the desktop and in your start menu.

These ICON's are used to launch the "Stealth POS Gateway" application.

Important Note :-

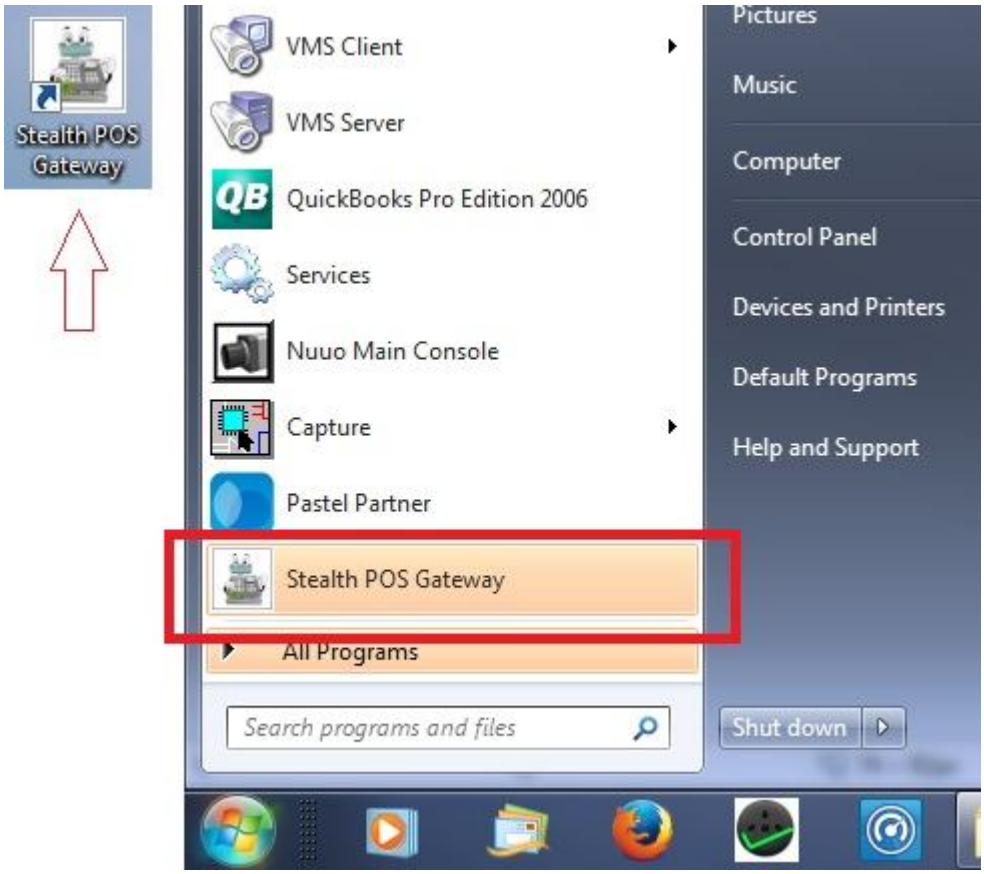
The POS Transaction Events are not loaded into the SQLSERVERSPG Database unless the SPG Application is running.

The SPG application must therefore run at 'Startup' and continuously run on the host PC.

The SPG installer does not copy the SPG Shortcut to the Startup menu.

You should do this manually.

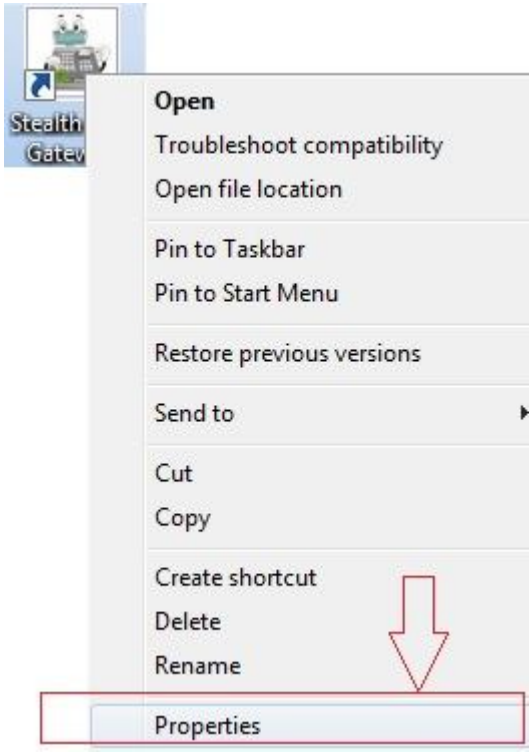
2.5.6. SPG launch Icons on desktop and in the start menu.

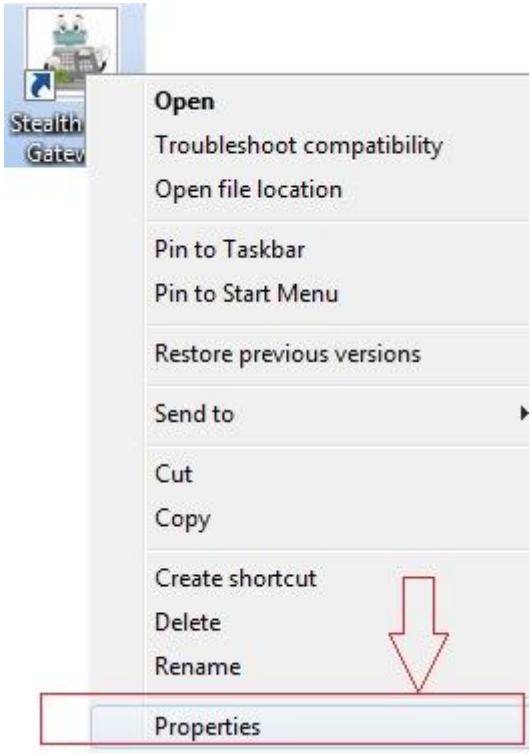


2.5.7. Set “Stealth POS Gateway” launch shortcut to run minimized on launch.

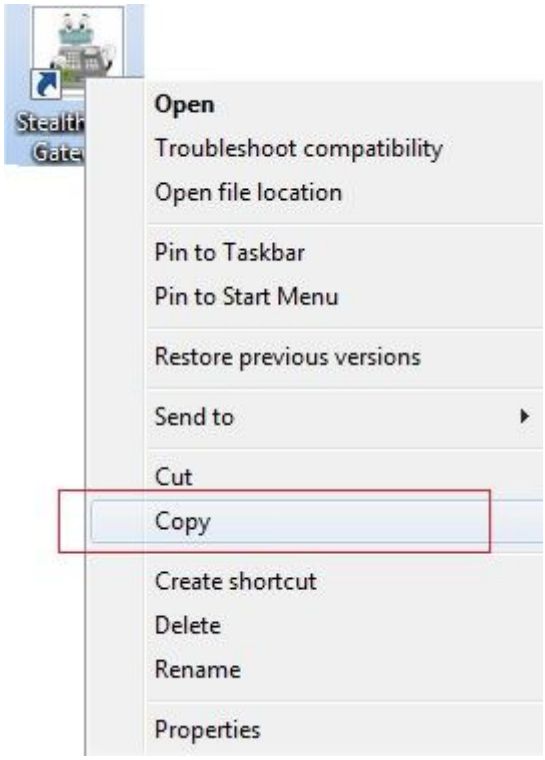
Right click on the ‘Stealth POS Gateway’ shortcut on the desktop.

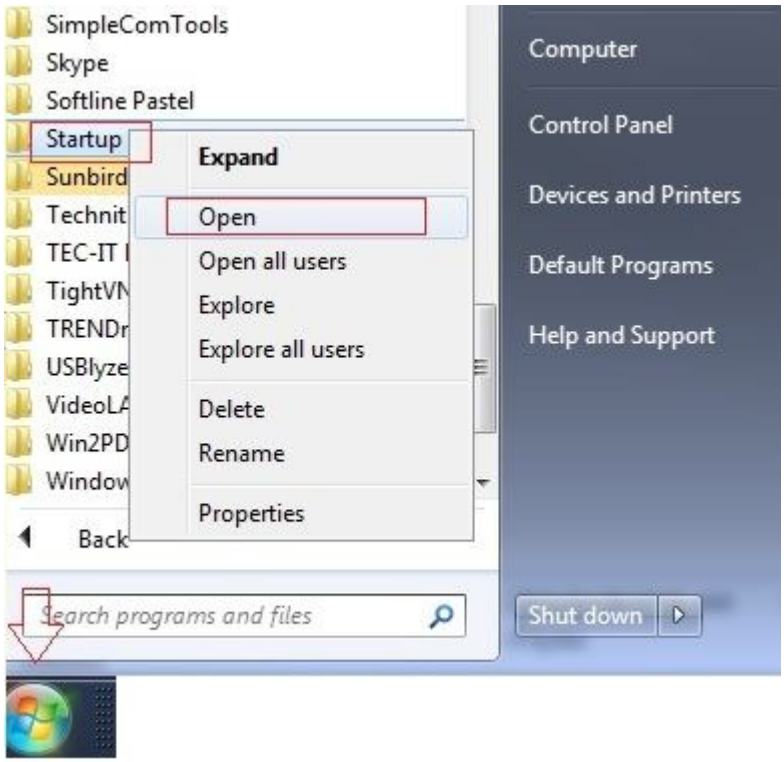
Open the properties dialog.

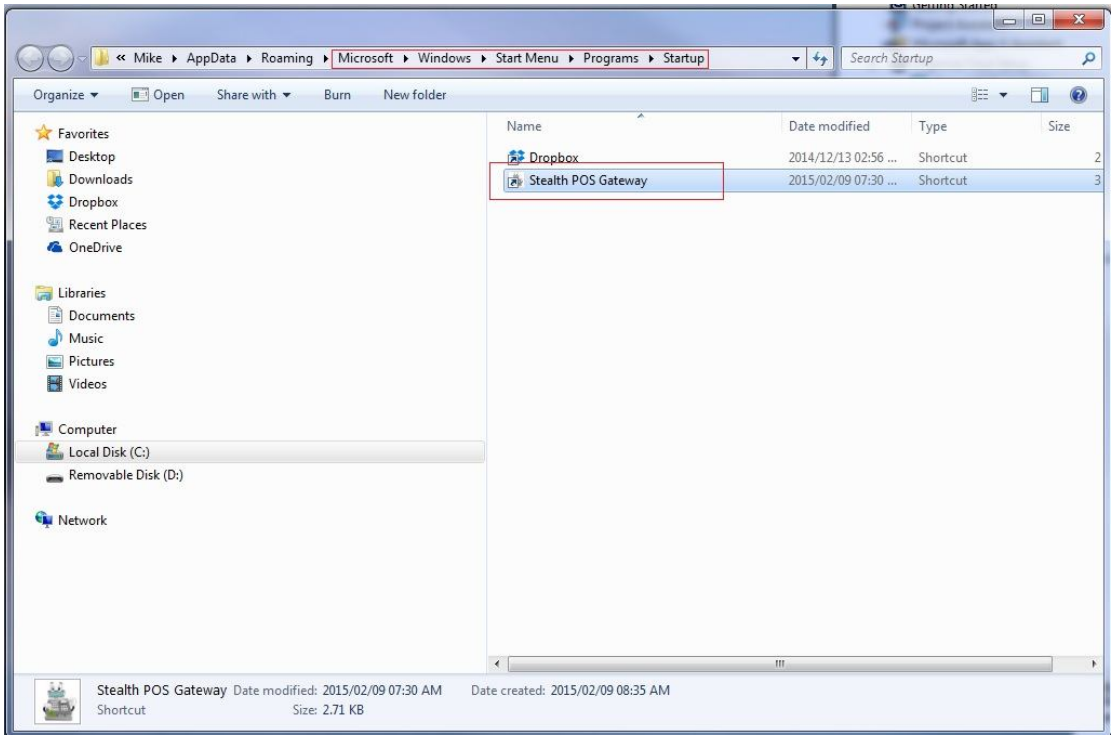




2.5.8. Copy the “Stealth POS Gateway” launch shortcut to the host PC startup folder.







You have now completed the installation of the installation of the “Stealth Pos Gateway” (SPG) application.

The next section deals with product key authentication.

3. SPG PRODUCT KEY AUTHENTICATION

3.1. Introduction to SPG Product Keys (Licenses)

The “Stealth Pos Gateway” (SPG) application is licensed to operate for the number of tills (pos terminals) on the specific retail site.

The SPG product is suitable for installations that have less than 30 tills and a single loss control investigation process.

For retail operations with more than 30 tills you need to use the Stealth-PIC product, which, is a server/client based Pos Investigation Client (PIC), designed for unlimited tills at unlimited sites with unlimited simultaneous investigation officers.

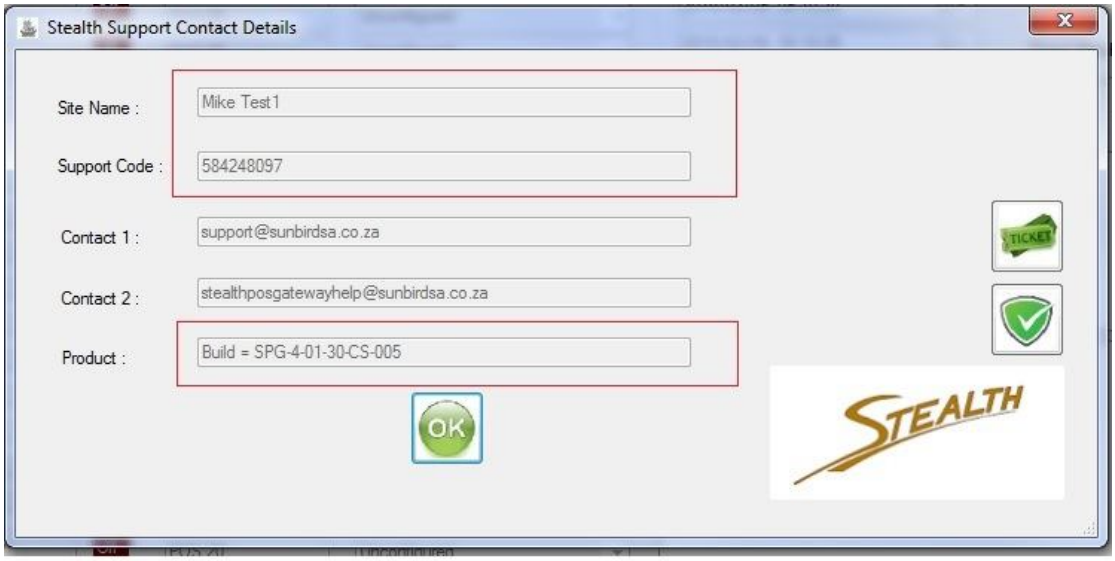
The SPG and PIC applications utilize the same “Product Keys”, which are purchased as a once off license for use on a specific till on a specific site for the life of the product.

On an SPG installation a number of Product Keys (from 1 to 30) are authenticated to run on the SPG application on the host pc.

Please Note :- The authentication process marries the product keys purchased to the specific machine on which the SPG Application is installed. Before you do any of the following to the target machine you will first need to enquire from support@sunbirdSA.co.za what the consequences of the change will be.

i) Change the primary hard drive of the host machine.
ii) Add or remove network adaptors from the host machine.
iii) Change the Motherboard / CPU of the host machine.
iv) Re-Install the SPG application on the host machine.

If the host machine fails you will need to e-mail support at support@sunbirdSA.co.za and supply the following information to ensure that the product keys can be re-installed on the replacement machine.



Important Note :- It is not possible to recover product keys for an SPG installation, unless, the "Site Name" is unique and provided at the time of Authetication.

The site name must be provided with the "Support Code" and the "Product Build" to the support e-mail addresses found.

This information can be found by clicking the information icon from within the SPG application.

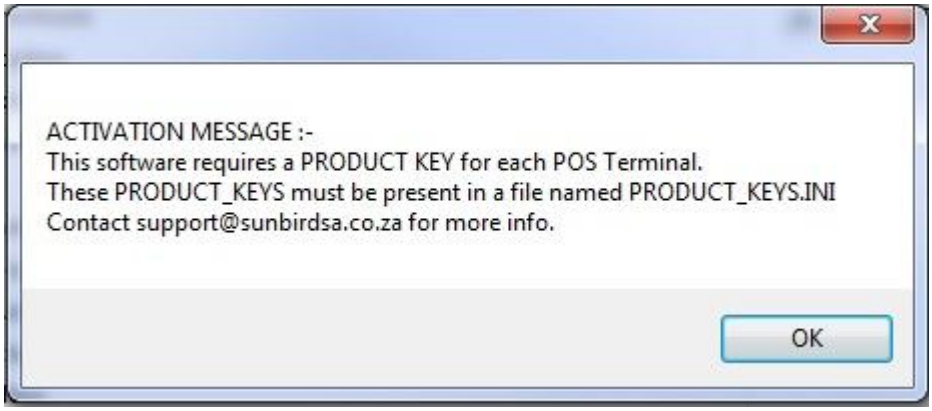
3.2. Authentication of Product Keys STEP 1 … Copying the Product_Keys.ini file to the SPG installation folder.

When you ordered your product keys for the specific installation, you will receive a file called “Product_Keys.INI”.

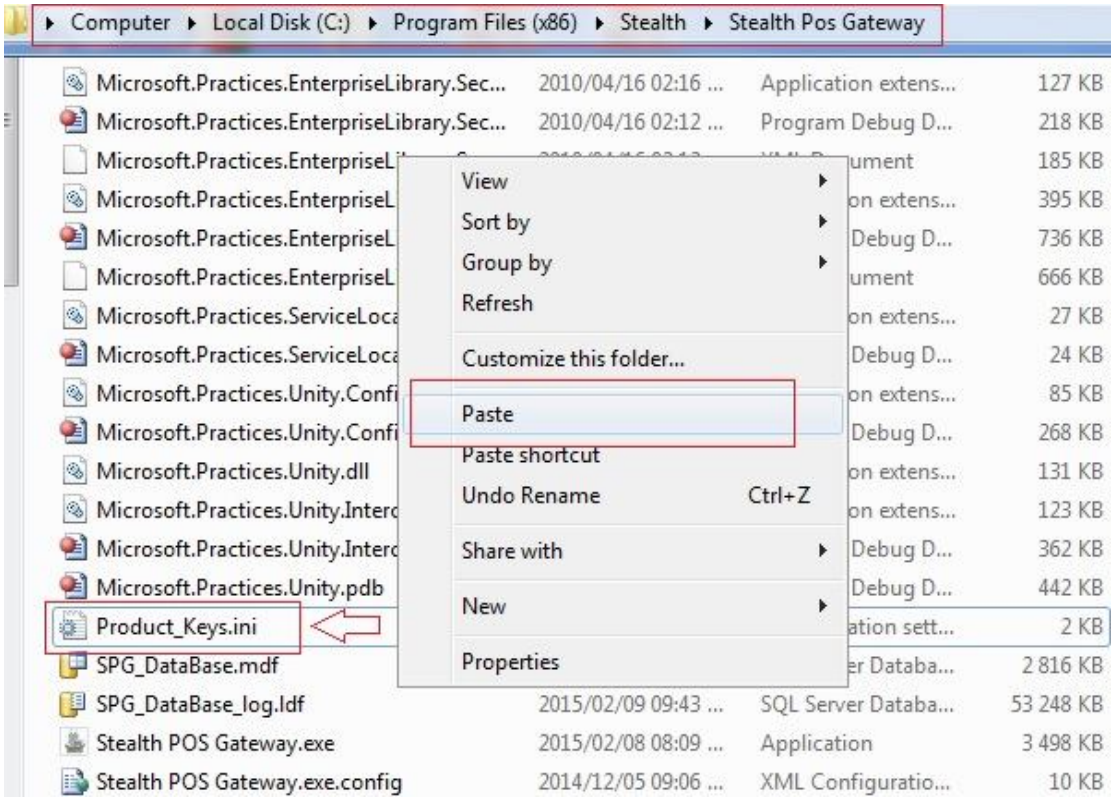
This file contains your unique product keys for the specific installation.

This file needs to be copied as is into the SPG application folder. Do not modify this file. It is watermarked. If you modify it then the authentication will fail.

If the application cannot find the Product_Keys.ini file, then, when you try to run it, it will abort with the following message :-


ACTIVATION MESSAGE :-
This software requires a PRODUCT KEY for each POS Terminal.
These PRODUCT_KEYS must be present in a file named PRODUCT_KEYS.INI
Contact support@sunbirdsa.co.za for more info.
OK

Copy the PRODUCT_KEYS.INI file into the SPG application folder.


Computer ▸ Local Disk (C:) ▸ Program Files (x86) ▸ Stealth ▸ Stealth Pos Gateway
Microsoft.Practices.EnterpriseLibrary.Sec... 2010/04/16 02:16 ... Application extens... 127 KB
Microsoft.Practices.EnterpriseLibrary.Sec... 2010/04/16 02:12 ... Program Debug D... 218 KB
Microsoft.Practices.EnterpriseL... 185 KB
Microsoft.Practices.EnterpriseL... 395 KB
Microsoft.Practices.EnterpriseL... 736 KB
Microsoft.Practices.EnterpriseL... 666 KB
Microsoft.Practices.ServiceLoca... 27 KB
Microsoft.Practices.ServiceLoca... 24 KB
Microsoft.Practices.Unity.Confi... 85 KB
Microsoft.Practices.Unity.Confi... 268 KB
Microsoft.Practices.Unity.dll 131 KB
Microsoft.Practices.Unity.Interc... 123 KB
Microsoft.Practices.Unity.Interc... 362 KB
Microsoft.Practices.Unity.pdb 442 KB
Product_Keys.ini 2 KB
SPG_DataBase.mdf 2 816 KB
SPG_DataBase_log.ldf 2015/02/09 09:43 ... SQL Server Databa... 53 248 KB
Stealth POS Gateway.exe 2015/02/08 08:09 ... Application 3 498 KB
Stealth POS Gateway.exe.config 2014/12/05 09:06 ... XML Configuratio... 10 KB
View
Sort by
Group by
Refresh
Customize this folder...
Paste
Paste shortcut
Undo Rename Ctrl+Z
Share with
New
Properties

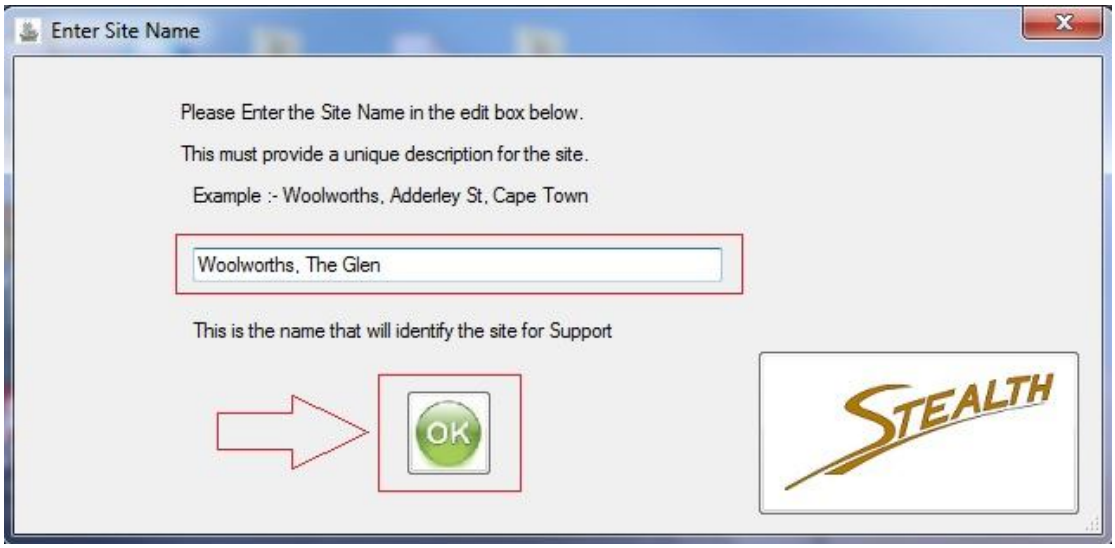
Now try to run the SPG application again.

3.3. Authentication of Product Keys STEP 2 … Generating the AUTH_REQUEST.INI File.

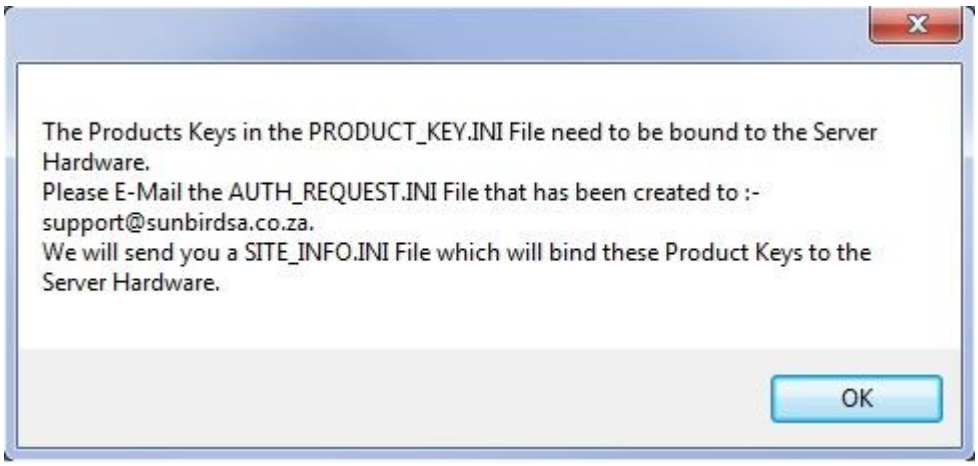
When you first run the SPG Application it checks to see if it can find a valid SITE_INFO.INI installation. If not then it means that the product keys are yet to be authenticated.

It will display a dialog box which prompts you to enter the site description. This site description must contain unique detail about the specific installation as this info is required for support purposes.

Enter a Unique site description when prompted :-

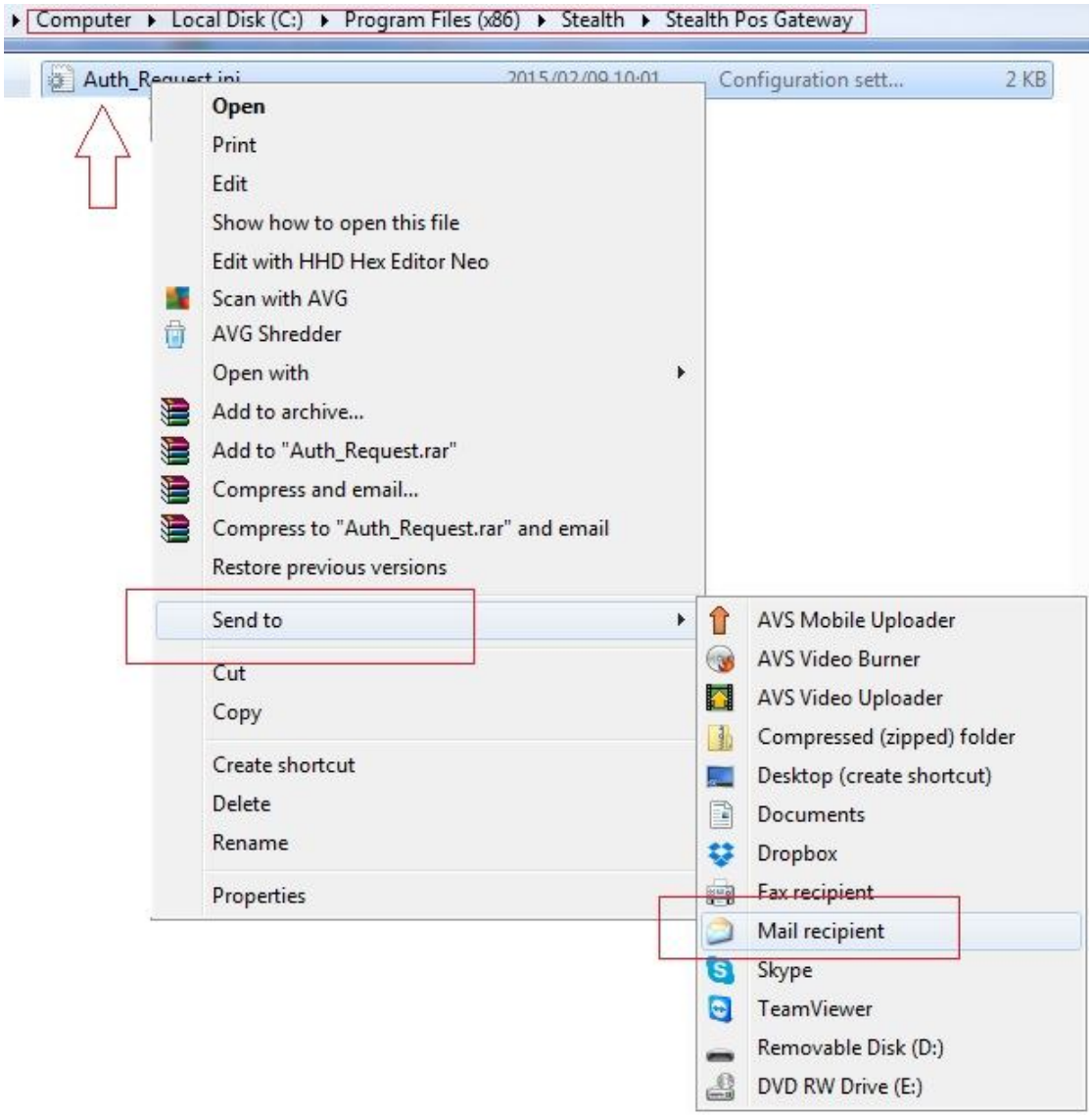

Enter Site Name
Please Enter the Site Name in the edit box below.
This must provide a unique description for the site.
Example :- Woolworths, Adderley St, Cape Town
Woolworths, The Glen
This is the name that will identify the site for Support
OK
STEALTH

On entering the site name and clicking on OK the software will generate an authorisation request file (AUTH_REQUEST.INI) in the SPG application folder.


The Products Keys in the PRODUCT_KEY.INI File need to be bound to the Server Hardware.
Please E-Mail the AUTH_REQUEST.INI File that has been created to :-
support@sunbirdsa.co.za.
We will send you a SITE_INFO.INI File which will bind these Product Keys to the Server Hardware.
OK

3.4. Authentication of Product Keys STEP 3 … Sending the AUTH_REQUEST.INI file for authentication.

Copy the AUTH_REQUEST.INI File from the SPG Application folder and e-mail to support@sunbirdSA.co.za.



If your product keys are valid and the site details are adequate to provide support then you will receive a mail with a SITE_INFO.INI file attached.

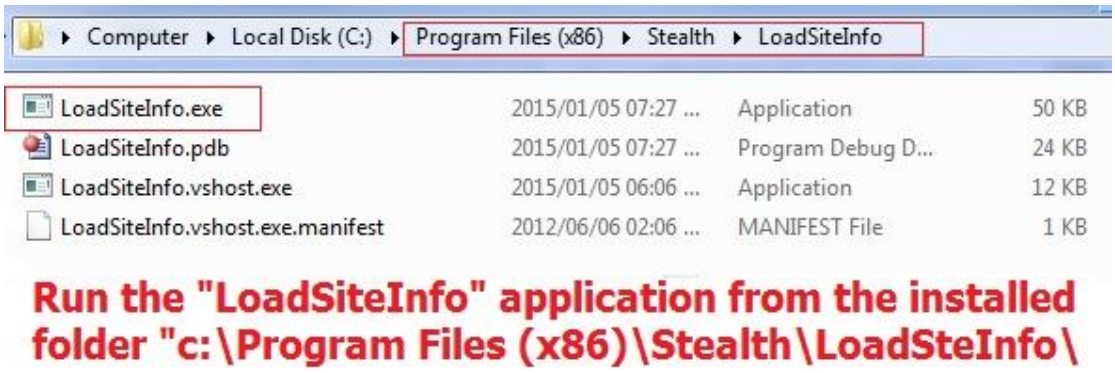
You need to save this SITE_INFO.INI file and load it with the following and final step in the authentication process.

3.5. Authentication of Product Keys STEP 4 … Loading the SITE_INFO.INI file onto the host machine.

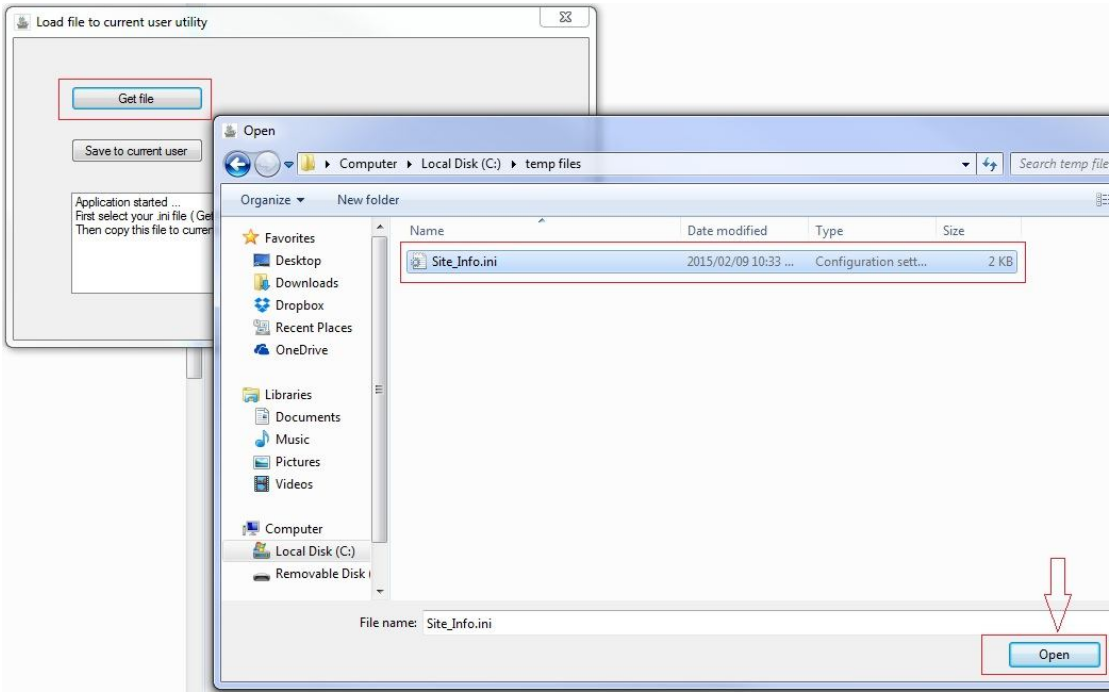
The SPG Application requires the SITE_INFO.INI file to be loaded into the following location on the target machine. (SPG Host)

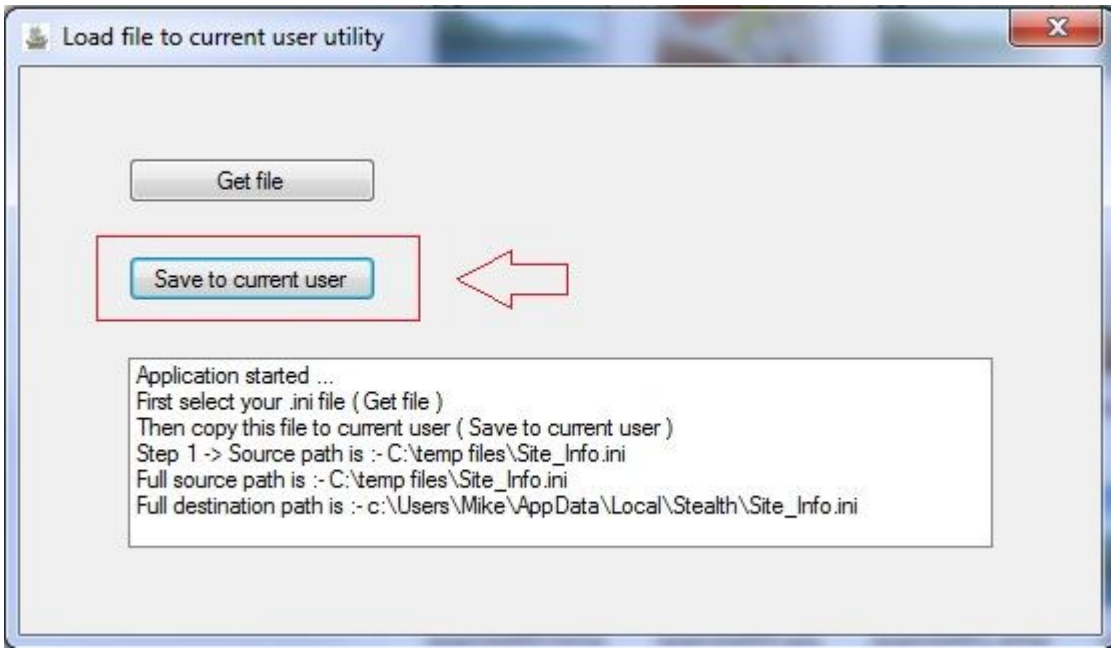
Note :- If more than one user will be using the SPG application then the Same SITE_INFO.INI file will need to be copied or loaded into the folder for that specific user.

This file can simply be copied into the users profile. This may be a hidden folder, so, to simplify this process we have created a “LoadSiteInfo” application which loads the selected file into the current users profile.


Computer ▸ Local Disk (C:) ▸ Program Files (x86) ▸ Stealth ▸ LoadSiteInfo
LoadSiteInfo.exe 2015/01/05 07:27 ... Application 50 KB
LoadSiteInfo.pdb 2015/01/05 07:27 ... Program Debug D... 24 KB
LoadSiteInfo.vshost.exe 2015/01/05 06:06 ... Application 12 KB
LoadSiteInfo.vshost.exe.manifest 2012/06/06 02:06 ... MANIFEST File 1 KB
Run the "LoadSiteInfo" application from the installed folder "c:\Program Files (x86)\Stealth\LoadSteInfo\

Simply select the SITE_INFO.INI file from your stored location and “Save to current user”


Load file to current user utility
Get file
Save to current user
Application started ...
First select your .ini file (Get
Then copy this file to curren
Open
Computer ▸ Local Disk (C:) ▸ temp files
Search temp file
Organize
New folder
Favorites
Desktop
Downloads
Dropbox
Recent Places
OneDrive
Libraries
Documents
Music
Pictures
Videos
Computer
Local Disk (C:)
Removable Disk
Name
Date modified
Type
Size
Site_Info.ini
2015/02/09 10:33 ...
Configuration sett...
2 KB
File name: Site_Info.ini
Open


Load file to current user utility
Get file
Save to current user
Application started ...
First select your .ini file (Get file)
Then copy this file to current user (Save to current user)
Step 1 -> Source path is :- C:\temp files\Site_Info.ini
Full source path is :- C:\temp files\Site_Info.ini
Full destination path is :- c:\Users\Mike\AppData\Local\Stealth\Site_Info.ini

3.6. Authentication of Product Keys via TeamViewer.

To simplify the “Authentication Process” this can be done via TeamViewer.

If you are going to do this then please make an appointment by sending an e-mail to :-

stealthbookTVsession@sunbirdSA.co.za

We will request the Teamviewer log in credentials at the appointed time and assist with the authentication remotely.

3.7. A note on future revision authentication.

Future revisions from revision 006 onwards will support on-line automatic authentication via our website.

Look out for future updates.

This concludes the authentication process.
You are now ready to configure the SPG system.

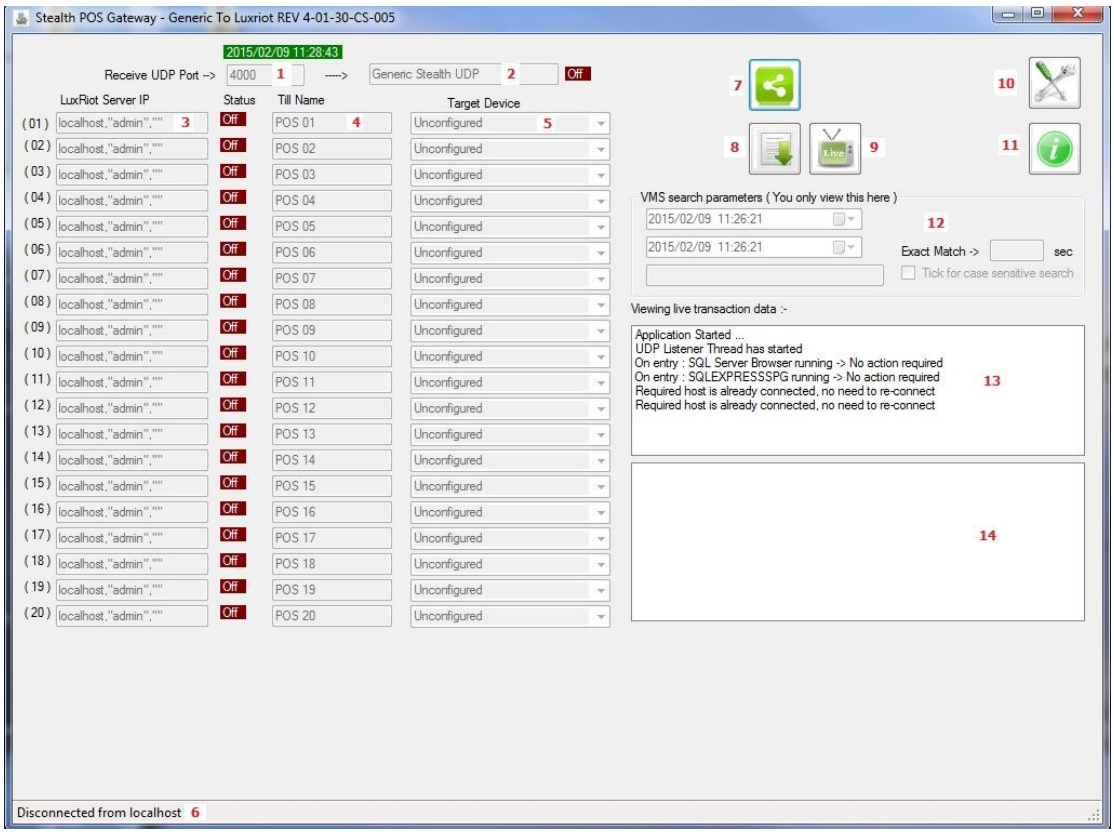
4. SPG OVERVIEW

This manual is not a “Luxriot” configuration manual. It is limited to configuring the SPG to operate in conjunction with a Luxriot VMS system. Where necessary please refer to the Luxriot documentation.

Note :- The SPG application makes use of the Luxriot SDK / API’s and requires the Luxriot Client 2.5.1 or later to be installed on the same machine as the SPG host. Even if the SPG Host is not a Luxriot VMS Client the client software must be installed as the installation loads various DLL files required when using the SDK.

4.1. The controls on the Main Form of the SPG Application.

Once the SPG is authenticated properly it opens with the following main form. Please note the application takes a while to initially load.



4.1.1. Receive UDP Port

This is a read only control which shows which UDP port the SPG is expecting to receive data on. Configuration of all of the parameters described here is dealt with in later chapters. In this section of the document we are giving you an overview of the main form controls.

This version of the SPG is used only on POS systems that send the transaction data via UDP/IP.
UDP is a one direction connectionless protocol where the 'Server' sends UDP Packets to the 'Client' and expects no response. The 'Server' and 'Client' are therefore often referred to as the 'Sender' and 'Receiver'.

This version of the SPG is used only on POS systems where the POS system sends the transaction data for all POS terminals (tills) to a single port. The POS terminal that is sending the message identifies itself within the UDP packet transmitted.

So for this configuration all pos events are expected to be sent via UDP to the IP Address of the SPG host machine on port 4000.

4.1.2. Pos System Type

This is a read only control which shows the POS SYSTEM TYPE that is configured for this system. All POS SYSTEMS will send the data out in a different format (Protocol). Depending on the POS SYSTEM TYPE, in the configuration, the SPG application knows how to process the incoming UDP packets.

4.1.3. Luxriot server IP

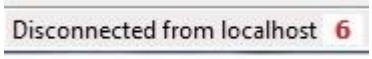
This is the IP Address, user name, password to connect to the Luxriot VMS server that is associated to the camera looking at each one of the up to 30 tills. Obviously these cameras can reside on a different VMS server, hence the separate connection for each. The format is :- localhost,"admin","admin" OR 127.0.0.1,"Whatever","" etc.

4.1.4. Till Name

The name associated to each till. This would match the name By which the till is known in the store.
e.g. Till 1 , POS 01 , 1234Till01 etc.

4.1.5. Target Device

This is a drop-down list of the “Camera Name” that is associated to the specific till. This is configured during the POS mapping configuration which we deal with later.

4.1.6. VMS connection status bar 

This is a status bar which shows the status of the last connection to the VMS.

4.1.7. Button – Reconnect to VMS server

This is a button which is used to reconnect the SPG to the VMS Server specified in “Luxriot Server IP01”. i.e. First VMS Server. Usage is seldom but included in case the VMS is disconnected. (The SPG does auto connect anyway but included for completeness.)

4.1.8. Button – Archive Investigation

This button is used to open the ‘Archive Investigation Form’. Used to review / search for Pos Transactions and correlated video. Usage of this button is often. This is the heart of the SPG application.

4.1.9. Button – Live Pos Watch

This button is used to open the ‘Live Monitor’ POS viewing form. Used to do ‘Live Monitoring’ of cashier performance. Usage of this button is often.

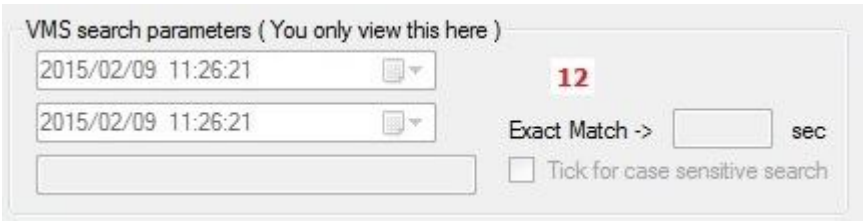
4.1.10. Button – System configuration

This button is used to open the ‘System configuration form’. This form is password protected and is only used by the system administrator to configure the SPG application.

4.1.11. Button – System information

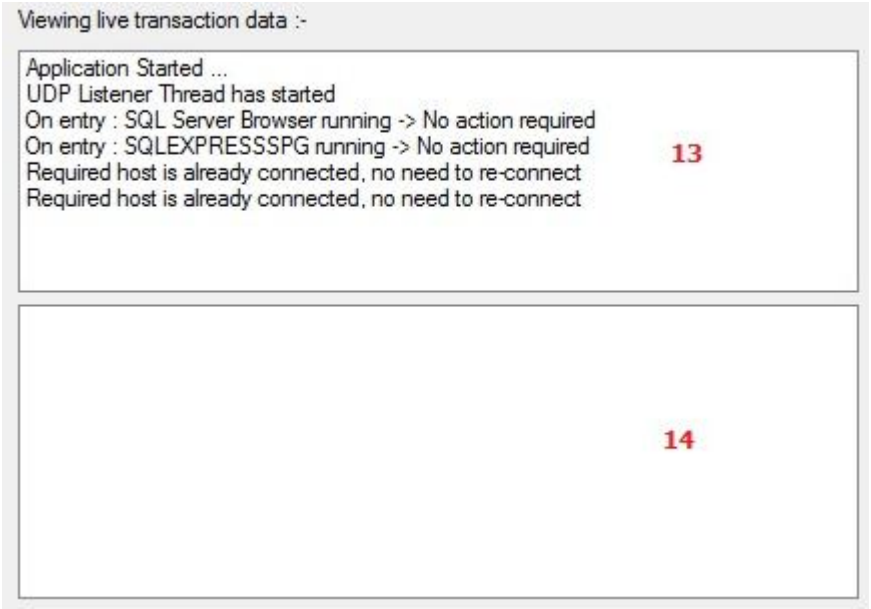
This button is used to show the SPG ‘System information’. Usage is seldom. Only used for system support by the system administrator / service provider support.

4.1.12. VMS Search Parameters Pane



Pane which shows the progress of rendering POS events following a request to do so by the VMS. Usage seldom. The reviewing of Pos events is accomplished more through the ‘Archive Investigation’ page than via VMS external event panes.

4.1.13. List boxes for General information
4.1.14


Viewing live transaction data :-
Application Started ...
UDP Listener Thread has started
On entry : SQL Server Browser running -> No action required
On entry : SQLEXPRESSSPG running -> No action required
Required host is already connected, no need to re-connect
Required host is already connected, no need to re-connect
13
14

List box 13 shows general technical information about UDP packets received.

List box 14 shows general information about POS Transaction Events received.

4.2. Configuring the Stealth Pos Gateway (SPG)

The SPG is configured using the configuration utility. We start with this because understanding the configuration is paramount.

4.2.1. Entering the configuration screen.

You enter the configuration screen by clicking on the button on the main form.

The configuration is password protected.

When you click on the button an “Enter Password” dialog will pop-up, requesting you to enter the configuration password.

Enter the configuration password and hit Enter or press

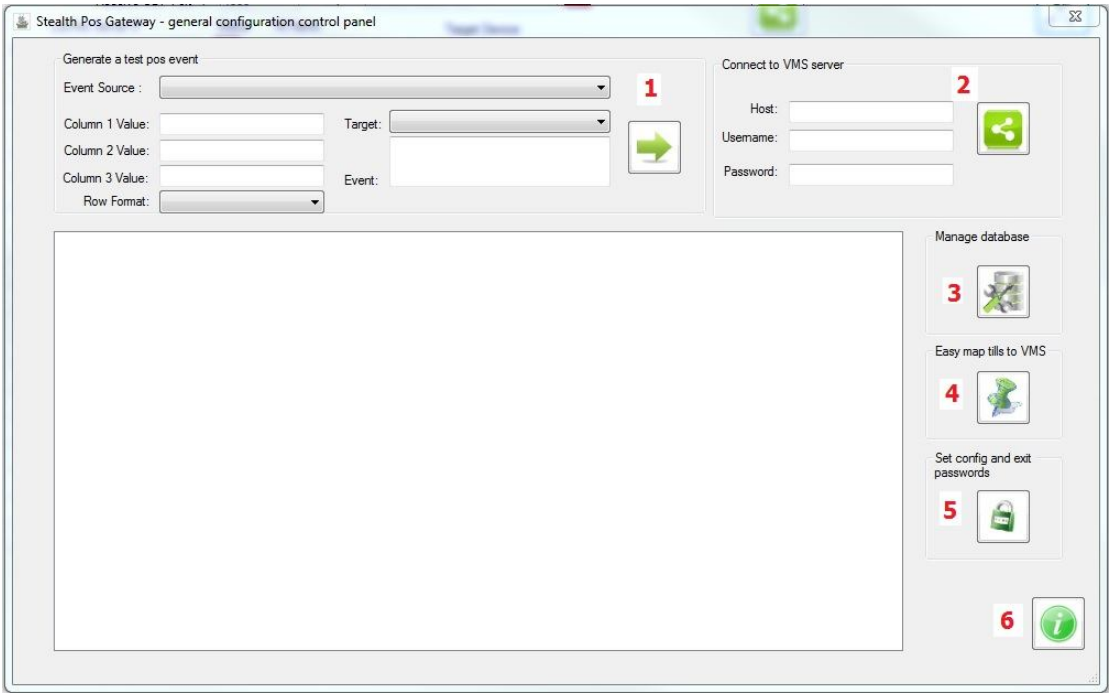
The default configuration password is “admin”. This can be changed within the configuration. Do not forget your configuration

password or you will need to make a support call to support@sunbirdSA.co.za. We will only be able to rectify this with TeamViewer access to the SPG host machine.

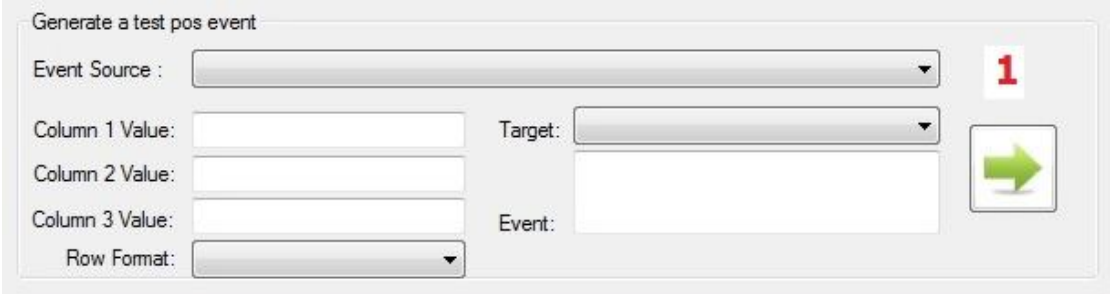
4.2.2. The general configuration “control panel”

Entering the correct configuration password will give you access to the general configuration control panel.

This control panel is described in detail below.



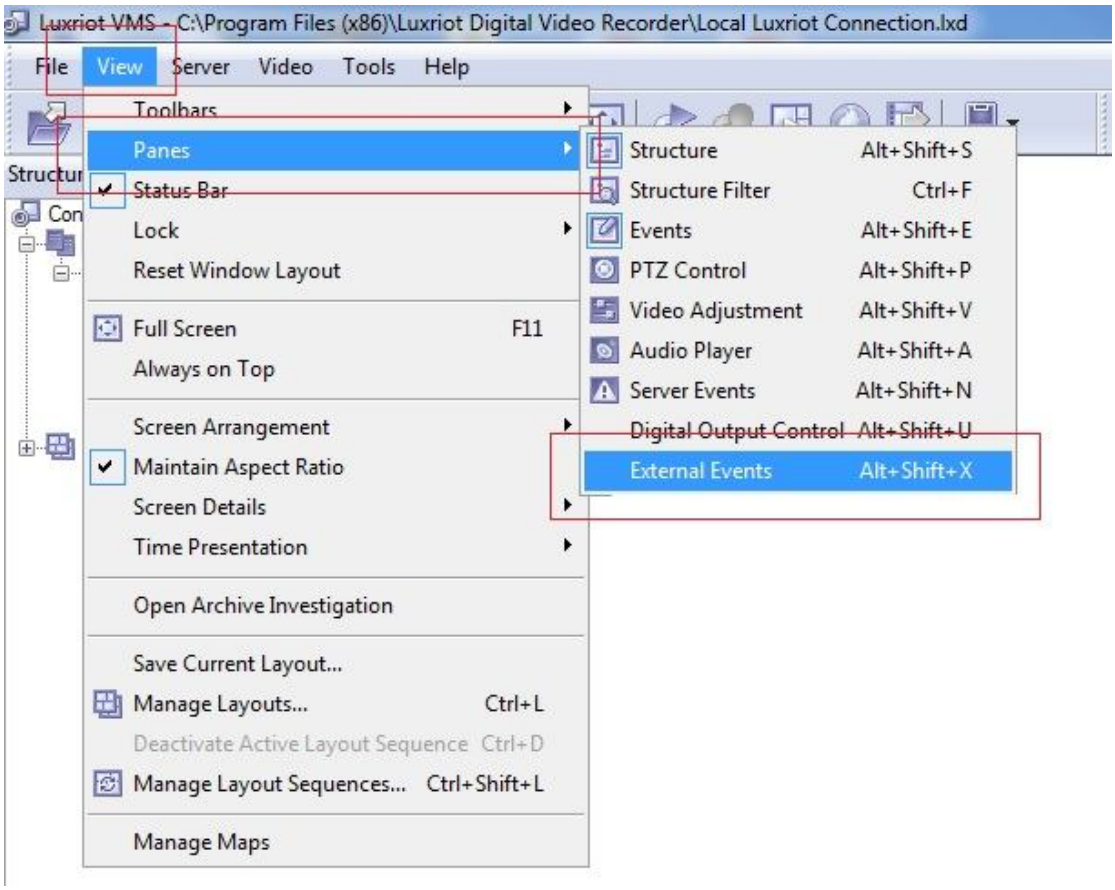
4.2.2.1. The Generate a POS test event panel



This panel is used to generate a test event to a Luxriot external event pane.

Before you understand what this does you need to understand what as ‘External event pane’ is.

When viewing video via the “Luxriot VMS Client” or “Local Luxriot Connection” you can open external event panes by clicking View then External event panes.



The external event panes are windows that are registered by a third party application (such as SPG) on the Luxriot server to enable the SPG application to send text information to be displayed from within the Luxriot VMS.

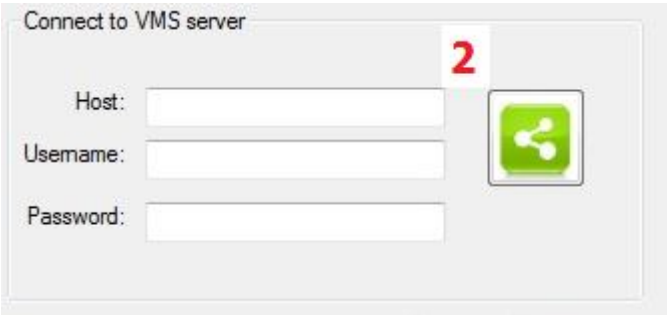
We will register external event panes when we get to the “Easy map tills To VMS” configuration menu.

The generate a POS test event panel is purely a test tool to allow the system administrator to test the ability of the SPG to send messages to external event panes on the VMS.

This will become very clear once you know how to register an external

event pane.

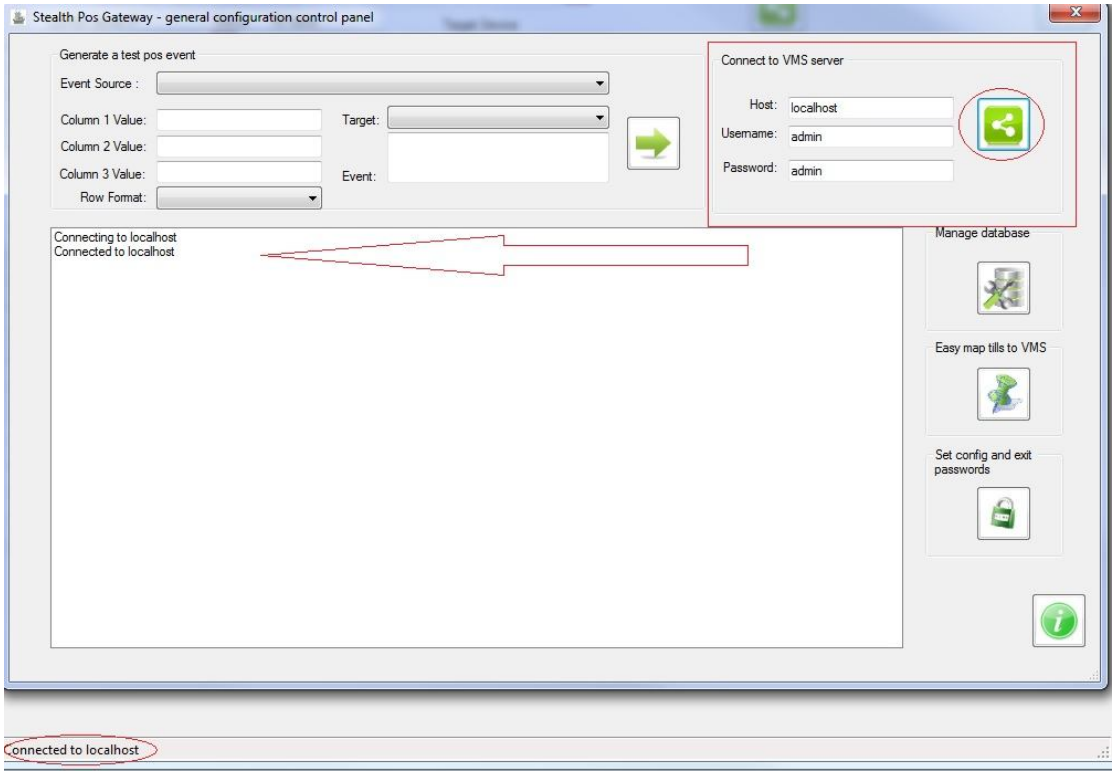
4.2.2.2. The Connect to VMS server panel



This panel is used to establish a connection to a VMS server. This is only ever necessary if a connection is not already established. i.e. The VMS IP address, user name and password are not connected to the VMS that you wish to configure.

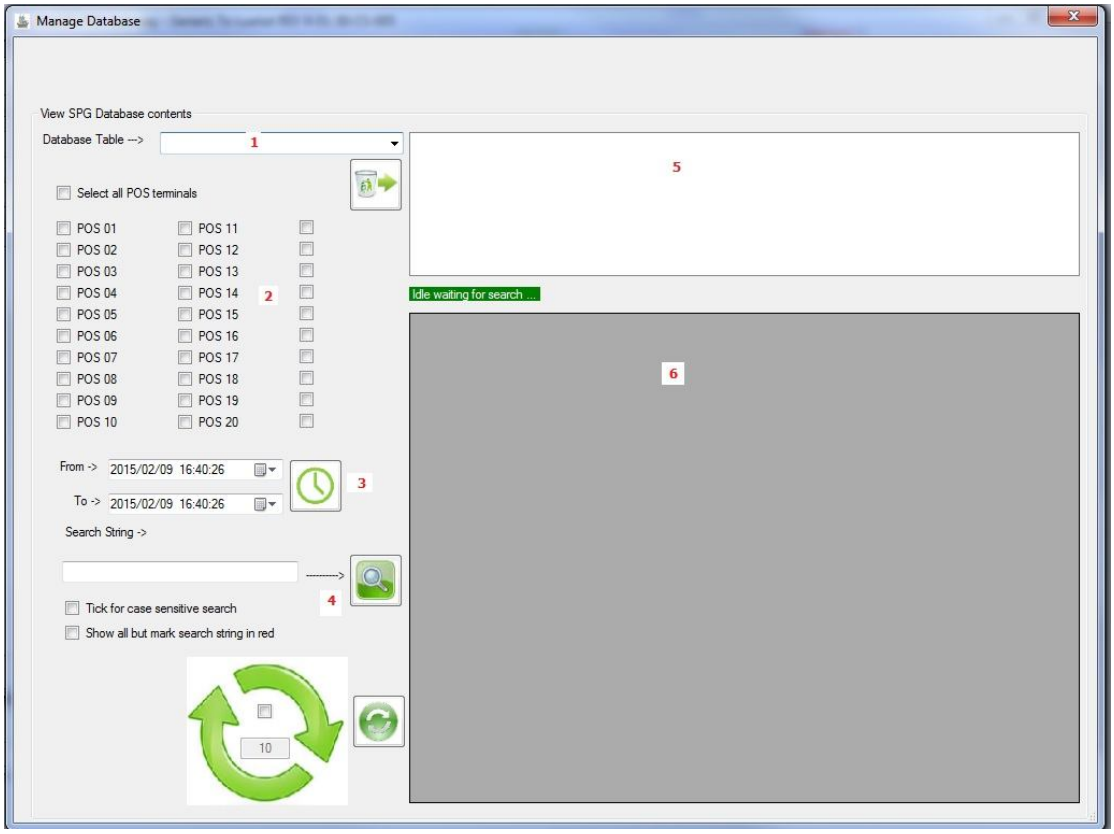
Entering a valid “Host”, “Username” and “Password” will attempt to establish a connection to the VMS. The success OR failure of this attempt will be shown in the list box.

For our demo system the VMS Server is on the local host IP with a username of ‘admin’ and a password of ‘admin’.



4.2.3. The Manage database panel

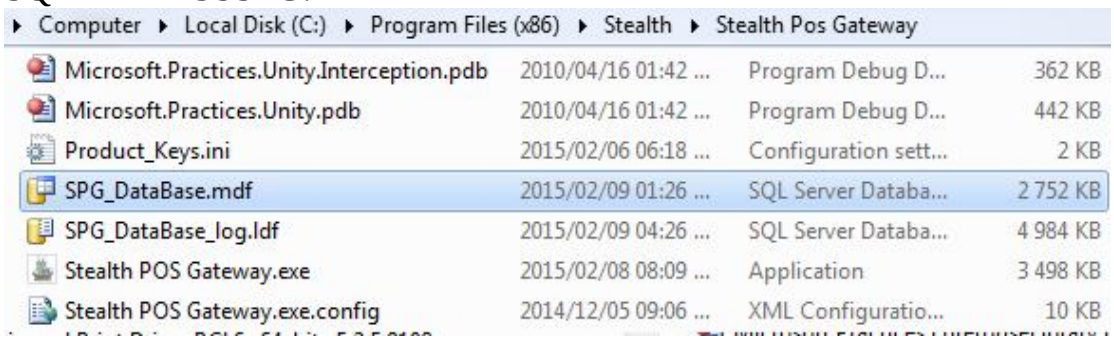
The “Manage Database” panel is accessed by clicking on the Manage database icon on the general configuration control panel.



This panel is a tool which can be used by the system administrator to manage the SQL Server Express Database, which stores the Pos transaction event data , and the configuration data required by the SPG.

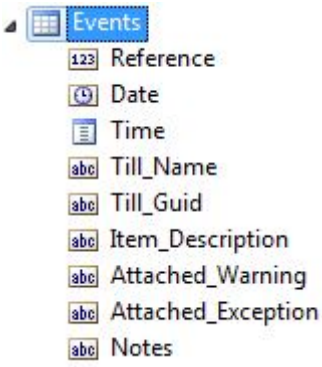
The SQL Express Database is in the SPG application folder and this is named SPG_Database.mdf

This DataBase runs on the SQL Server Express instance SQLEXPRESSSPG.

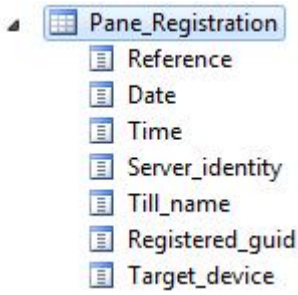

Computer ▸ Local Disk (C:) ▸ Program Files (x86) ▸ Stealth ▸ Stealth Pos Gateway
Microsoft.Practices.Unity.Interception.pdb 2010/04/16 01:42 ... Program Debug D... 362 KB
Microsoft.Practices.Unity.pdb 2010/04/16 01:42 ... Program Debug D... 442 KB
Product_Keys.ini 2015/02/06 06:18 ... Configuration sett... 2 KB
SPG_DataBase.mdf 2015/02/09 01:26 ... SQL Server Databa... 2 752 KB
SPG_DataBase_log.ldf 2015/02/09 04:26 ... SQL Server Databa... 4 984 KB
Stealth POS Gateway.exe 2015/02/08 08:09 ... Application 3 498 KB
Stealth POS Gateway.exe.config 2014/12/05 09:06 ... XML Configuratio... 10 KB

The SPG_Database.mdf has the following tables :-

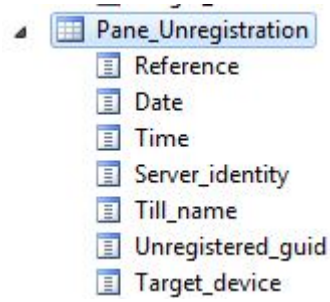
The Events table stores POS transaction events that contains the following fields :-



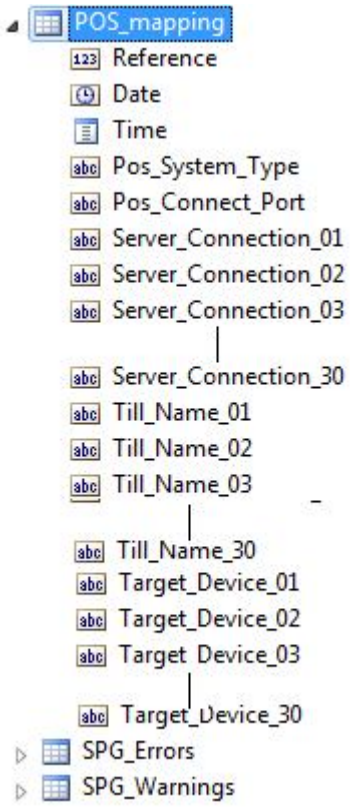
The Pane_Registration table stores external event source pane registration information in the following fields :-



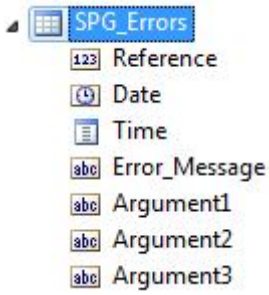
The Pane_Unregistration table stores external event source pane unregistration information in the following fields :-



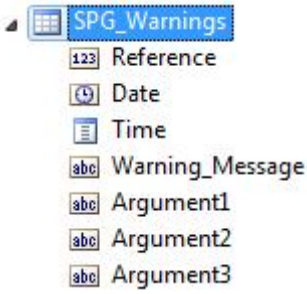
The POS_mapping table stores POS mapping parameters and contains the following fields :-



The SPG_Errors table shows errors during the operation of the SPG application. The fields are as follows :-



The SPG_Warnings table shows warnings during the operation of the SPG application. The fields are as follows :-



4.2.4. Deleting records from the database tables.

The system administrator can delete records from the Database tables.
This should never be necessary but the option is available.
To delete records from a table :-

4.2.4.1. Select the table.

4.2.4.2. Select the time to search Database from.

Note :- The database records are always displayed between date and time limits. You must therefore ALWAYS select a start time (From) which is earlier than the end time (To).

If you want to search for “all” records then set the start time to January 1 2015.

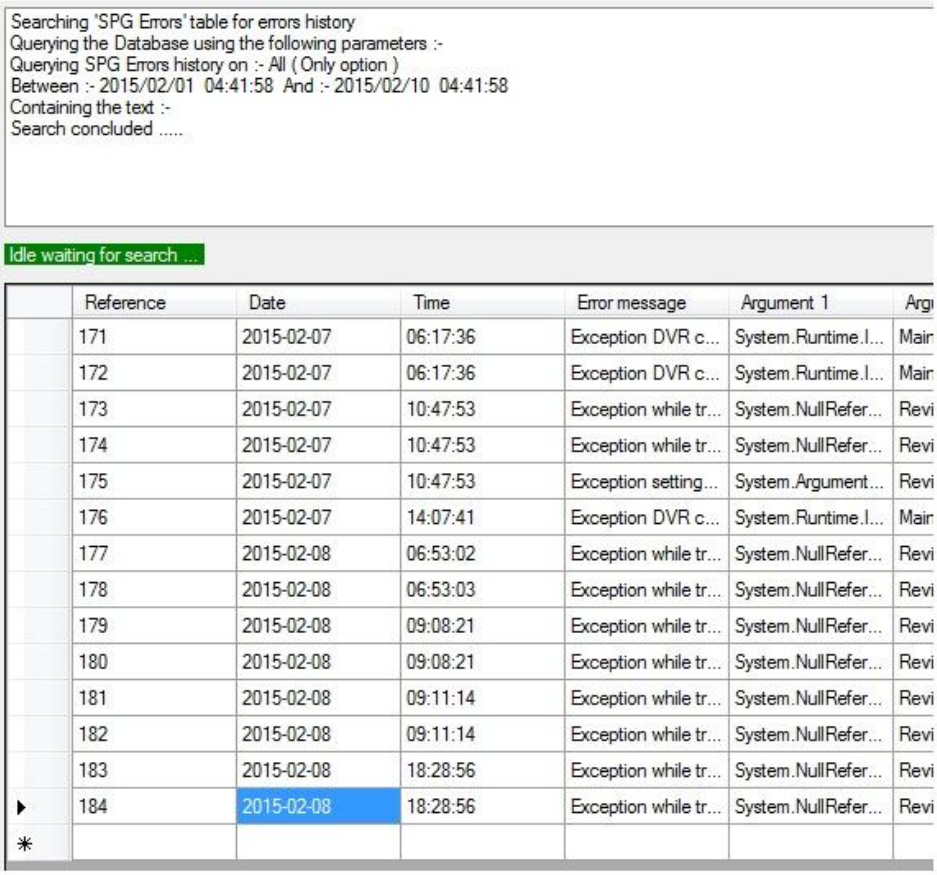
4.2.4.3. Execute the database search

This will do a search of the database and display all records from the table selected, which occurred between the start time and the end time.

4.2.4.4. Searching the database

The search of the database may take some time depending on the length of time between the start time and end time, and, the number of records that occurred within that time frame,

The data grid view will be populated with all records found between the ‘start time’ and ‘end time’ found in the specified database table.

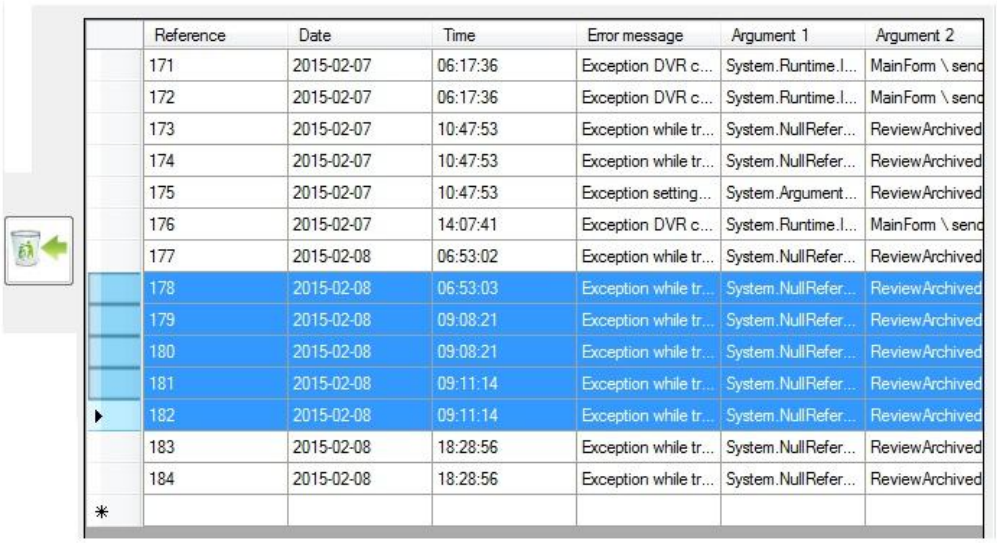

Searching 'SPG Errors' table for errors history
Querying the Database using the following parameters :-
Querying SPG Errors history on :- All (Only option)
Between :- 2015/02/01 04:41:58 And :- 2015/02/10 04:41:58
Containing the text :-
Search concluded .....
Idle waiting for search ...
Reference Date Time Error message Argument 1 Arg
171 2015-02-07 06:17:36 Exception DVR c... System.Runtime.I... Mair
172 2015-02-07 06:17:36 Exception DVR c... System.Runtime.I... Mair
173 2015-02-07 10:47:53 Exception while tr... System.NullRefer... Revi
174 2015-02-07 10:47:53 Exception while tr... System.NullRefer... Revi
175 2015-02-07 10:47:53 Exception setting... System.Argument... Revi
176 2015-02-07 14:07:41 Exception DVR c... System.Runtime.I... Mair
177 2015-02-08 06:53:02 Exception while tr... System.NullRefer... Revi
178 2015-02-08 06:53:03 Exception while tr... System.NullRefer... Revi
179 2015-02-08 09:08:21 Exception while tr... System.NullRefer... Revi
180 2015-02-08 09:08:21 Exception while tr... System.NullRefer... Revi
181 2015-02-08 09:11:14 Exception while tr... System.NullRefer... Revi
182 2015-02-08 09:11:14 Exception while tr... System.NullRefer... Revi
183 2015-02-08 18:28:56 Exception while tr... System.NullRefer... Revi
184 2015-02-08 18:28:56 Exception while tr... System.NullRefer... Revi

4.2.4.5 Selecting records to be removed.

If you now drag your mouse (while holding the left button down) within the LEFT MOST COLUMN of the data grid view then the records that you drag over will be selected. (Release the mouse button when you are over the last record to be deleted.)

When records are selected a “Trash” icon will appear on the left of the data grid view.

Click on the “Trash” icon to delete the selected records.



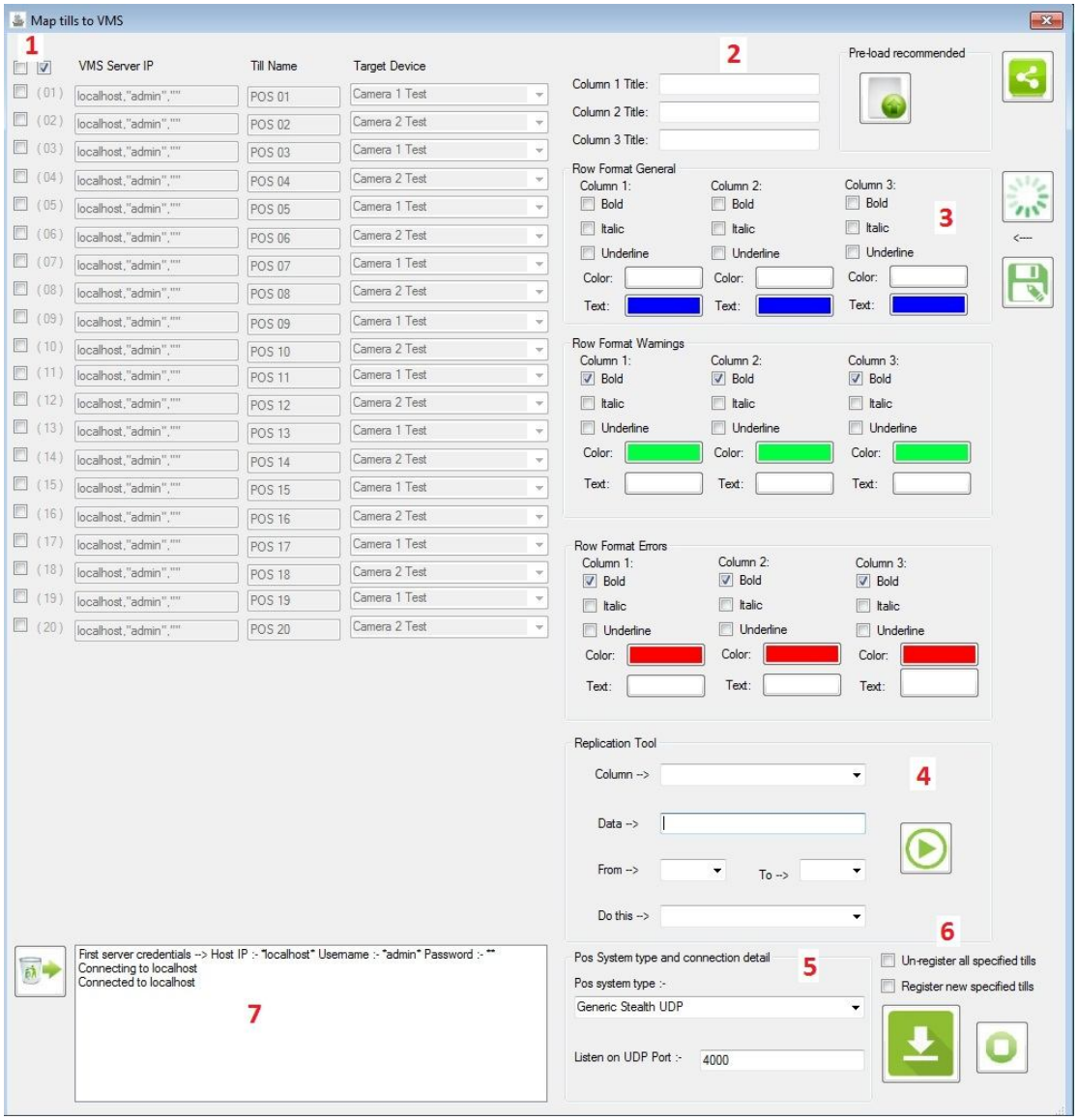
	Reference	Date	Time	Error message	Argument 1	Argument 2
	171	2015-02-07	06:17:36	Exception DVR c...	System.Runtime.I...	MainForm \ senc
	172	2015-02-07	06:17:36	Exception DVR c...	System.Runtime.I...	MainForm \ senc
	173	2015-02-07	10:47:53	Exception while tr...	System.NullRefer...	ReviewArchived
	174	2015-02-07	10:47:53	Exception while tr...	System.NullRefer...	ReviewArchived
	175	2015-02-07	10:47:53	Exception setting...	System.Argument...	ReviewArchived
	176	2015-02-07	14:07:41	Exception DVR c...	System.Runtime.I...	MainForm \ senc
	177	2015-02-08	06:53:02	Exception while tr...	System.NullRefer...	ReviewArchived
	178	2015-02-08	06:53:03	Exception while tr...	System.NullRefer...	ReviewArchived
	179	2015-02-08	09:08:21	Exception while tr...	System.NullRefer...	ReviewArchived
	180	2015-02-08	09:08:21	Exception while tr...	System.NullRefer...	ReviewArchived
	181	2015-02-08	09:11:14	Exception while tr...	System.NullRefer...	ReviewArchived
▶	182	2015-02-08	09:11:14	Exception while tr...	System.NullRefer...	ReviewArchived
	183	2015-02-08	18:28:56	Exception while tr...	System.NullRefer...	ReviewArchived
	184	2015-02-08	18:28:56	Exception while tr...	System.NullRefer...	ReviewArchived
*						

Important Note :- Deleting of database records is not reversible. If You delete the records they are permanently deleted. Please do not delete records from the SPG_Errors or SPG_Warnings as these tables are only useful for technical support to show system errors or warnings.

Delete database record
You have elected to delete the following records from the database.
Records :-
178
to
182
This is an administrative function.
If you select "yes" then these records will be permanently deleted.
Are you sure that you wish to proceed ???

4.2.4. The Map tills to VMS panel.

This panel is used to configure the tills and to map them to the relevant camera etc.



4.2.4.1. Selecting tills to be configured in the mapping process.

This control panel allows you to configure all of the tills that are authenticated on the SPG system. (Max 30 tills).

Select the tills to be configured using the tick box next to the line for that specific till.

This will highlight the “VMS Server IP”, “Till Name” and “Target Device” lines. You can enter these edit boxes to enter the information required.

Note :- The “Target Device” box has a drop down list. When you click on the drop down list it will show you “all cameras” associated to that VMS Server. You must pick the Camera associated to the till from this list. Do not just write in the target device box as the name must be exactly as the VMS camera name.

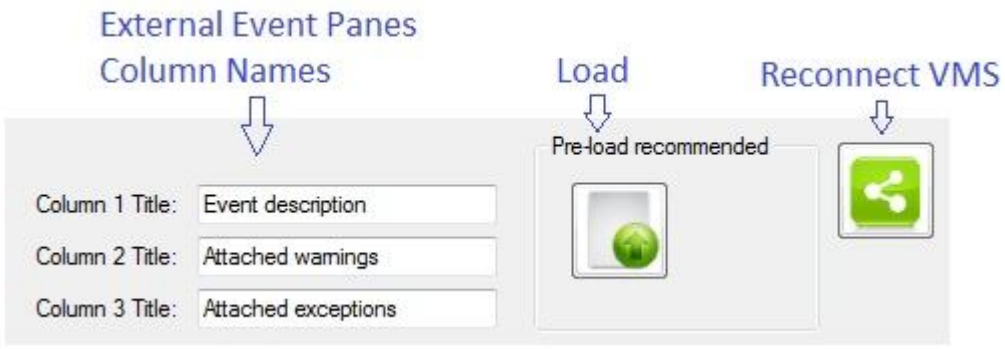
Note :- Often you want to repeat the same information into the next tills parameters. This can be simplified by using the “replication tool” described below.

4.2.4.2. Event column titles

The event column titles are the name of the columns in the ‘External Event Pane’ and the ‘Event data grid view’.
The SPG always writes the ‘Event Description’ into the first column.

The SPG always writes ‘Attached Warnings’ into the second column.
The SPG always writes ‘Attached Exceptions’ into the third column.

Therefore we recommend that you always use the “Pre-load recommended” settings for your column names.



Note :- SPG Version 005 which is covered in this document does not support “complex data filters”. Attached Warnings and Attached Errors are therefore not supported in this version and will never occur. Please however include these column names in your configuration so that the system is pre-configured for “complex data filters”.

4.2.4.3. Selecting text attributes for ‘External Event Panes’

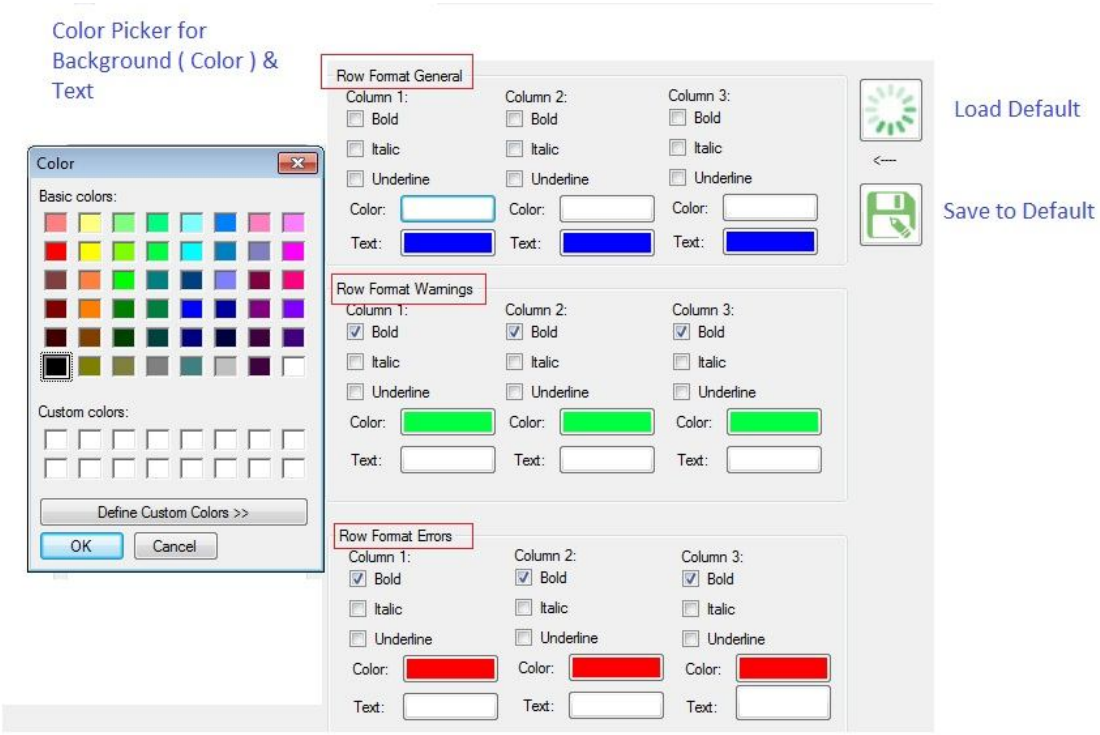
An ‘external event pane’ is a window that is created and registered by third party systems (such as the SPG) on the VMS system.

Registering an external event pane on the VMS allows you the ability to send data to this event pane for display within the VMS.

SPG uses event panes and sends POS event data to these event panes. We register an event pane to always have 3 columns with the names specified in the pre-ceding paragraph. (Event column titles)

Each one of these columns can be configured here to have different attributes. i.e. Background Colour , Text Colour , Bold , Italic and underline.

Use the ‘Colour picker’ or ‘Tick boxes’ to set the attributes for each row type.



Note :- The row types are pre-defined for “Events”, “Warnings” and “Errors”. We recommend that you use the attributes as shown in the configuration figure.

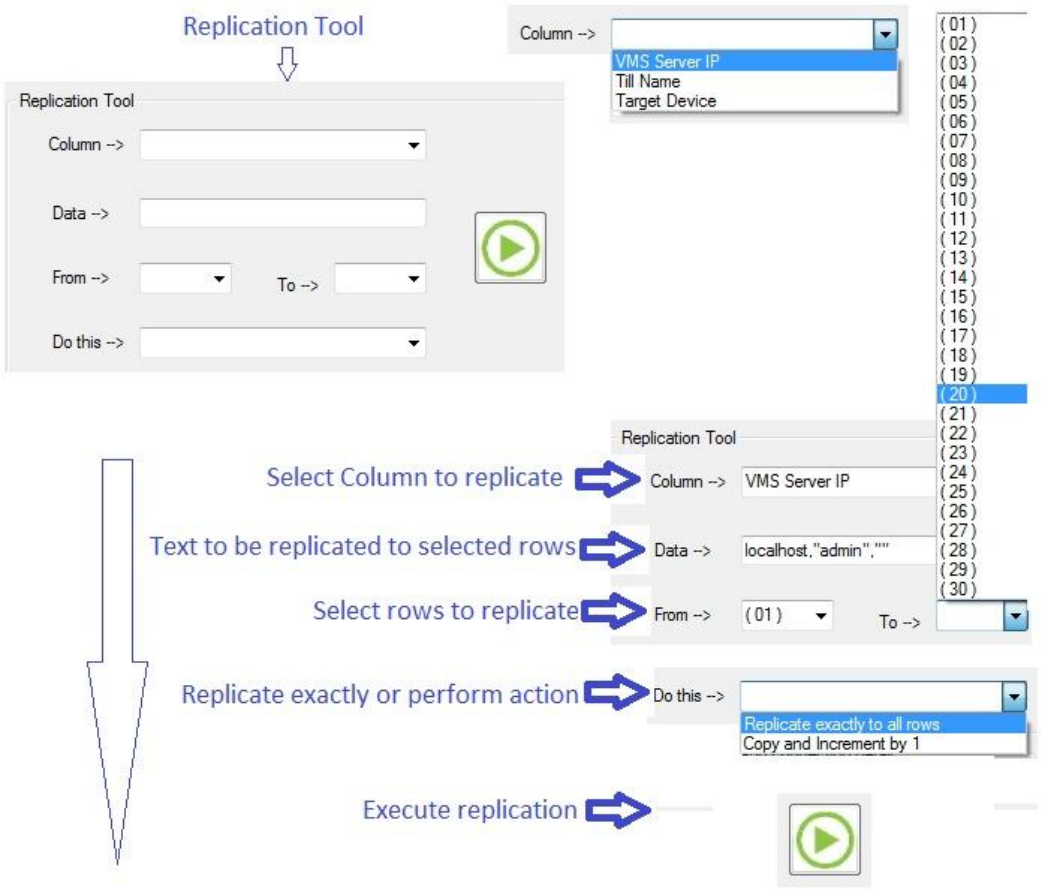
You can ‘save’ the attribute configuration by clicking the button.

You can ‘load’ the defaults by clicking the button.

4.2.4.4. The Replication tool.

The replication tool is simply provided to assist with the configuration by auto-copying data from one till configuration field to the other.

Example :- If you want to make the Server IP settings for all tills 127.0.0.1,”admin”,”admin” it is a pain to type it into each tills field.



4.2.4.5. Configuring the POS system type and port.

The pos system type and port is configured here.
Select the POS Type from the drop down list.
Configure the UDP listen port in the edit box.

Pos System type and connection detail
Pos system type :-
Generic Stealth UDP
Listen on UDP Port :-
4000
UDP Port to listen for POS data on
Generic Stealth UDP
Retalix StoreLine - Printer Generic
Micros dStore - Printer Only
Micros dStore - Scanner Only
Micros dStore - Customer Display Only
Micros dStore - Printer + Scanner
Micros dStore - Printer + Customer Display
Micros dStore - Scanner + Customer Display
Micros dStore - All
Micros 3700 with Stealth UDP Gateway
Micros 8700 / 9700 VSS
Micros Simphony
Freedom
Vision Bean Store (VBS)
Generic Stealth UDP
Select POS System type

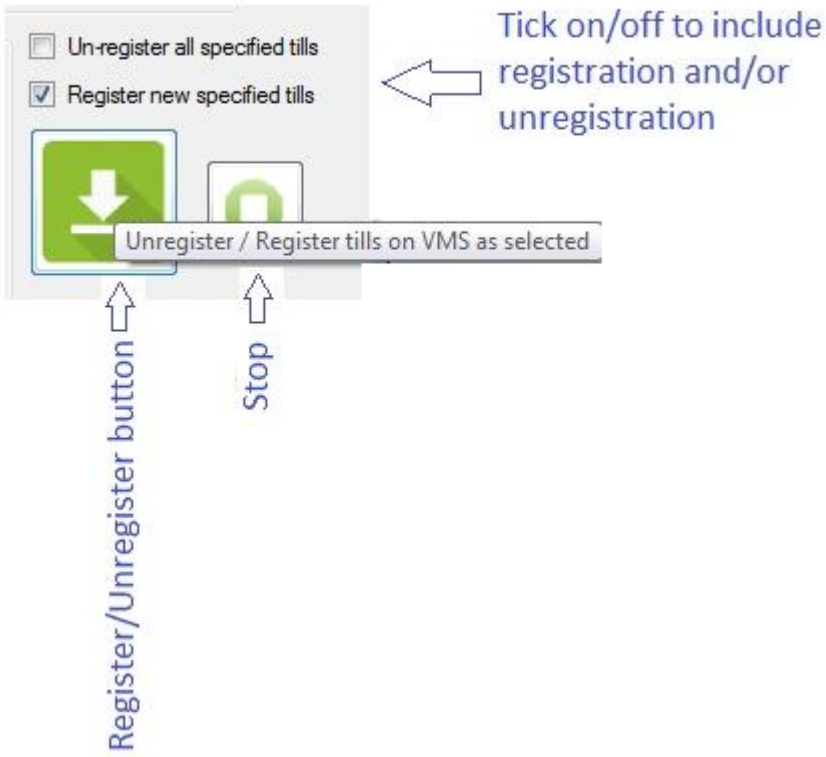
Note :- If the POS system type does not appear in the drop-down list then it is not supported on this SPG Version. Please enquire from support@sunbirdSA.co.za whether the POS system type that you are looking for is supported by another SPG/method.

4.2.4.6. Downloading the configuration parameters.

External event panes on the VMS need to be registered / unregistered.

If you for example register an external event pane called “POS 01” And then you register another event pane called “POS 01” then the VMS will have two event panes with this name. This will be confusing When you want to open them.

NB/ It is therefore very important that you first unregister any event panes before you register new event panes.


Un-register all specified tills
Register new specified tills
Tick on/off to include registration and/or unregistration
Unregister / Register tills on VMS as selected
Register/Unregister button
Stop

On clicking the button the event pane for the specified till will be saved and a new database entry under “Pos Mappings” will be created.

Note :- The last record in the “Pos Mappings” table in the database is the latest configuration record. All configurations are thus saved unless explicitly removed from the database.

The save process will cycle through all selected tills. (From 01 to 30).

You can stop this process by clicking the button.

4.2.5. Changing the Configuration and Exit passwords

The ‘Set passwords’ panel is used to change the ‘configuration’ and ‘exit’ passwords for the SPG.

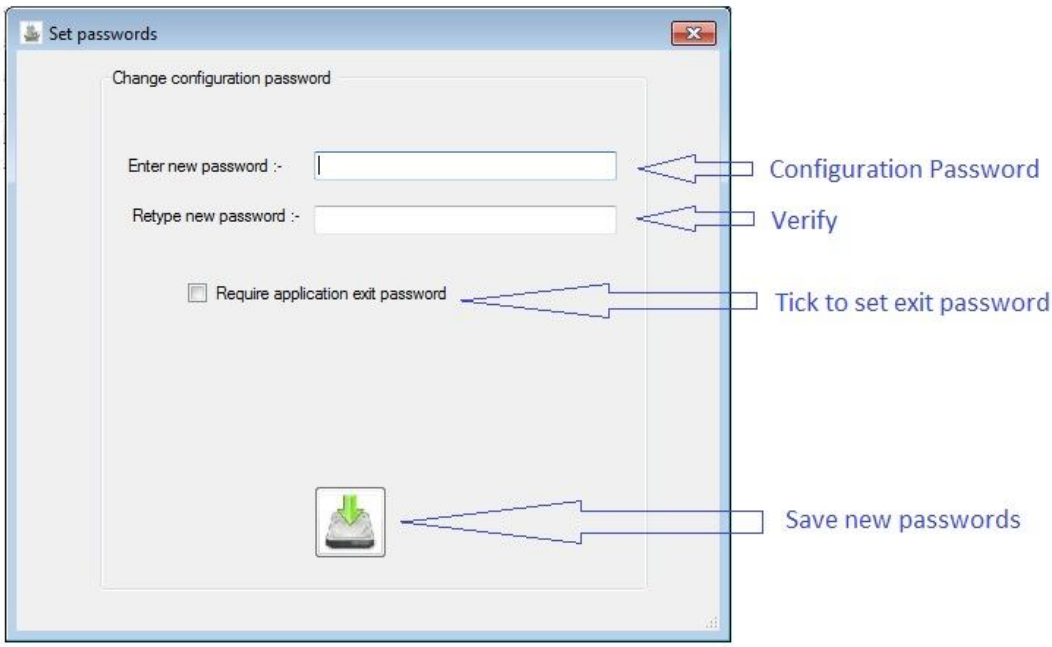
Important Note :-

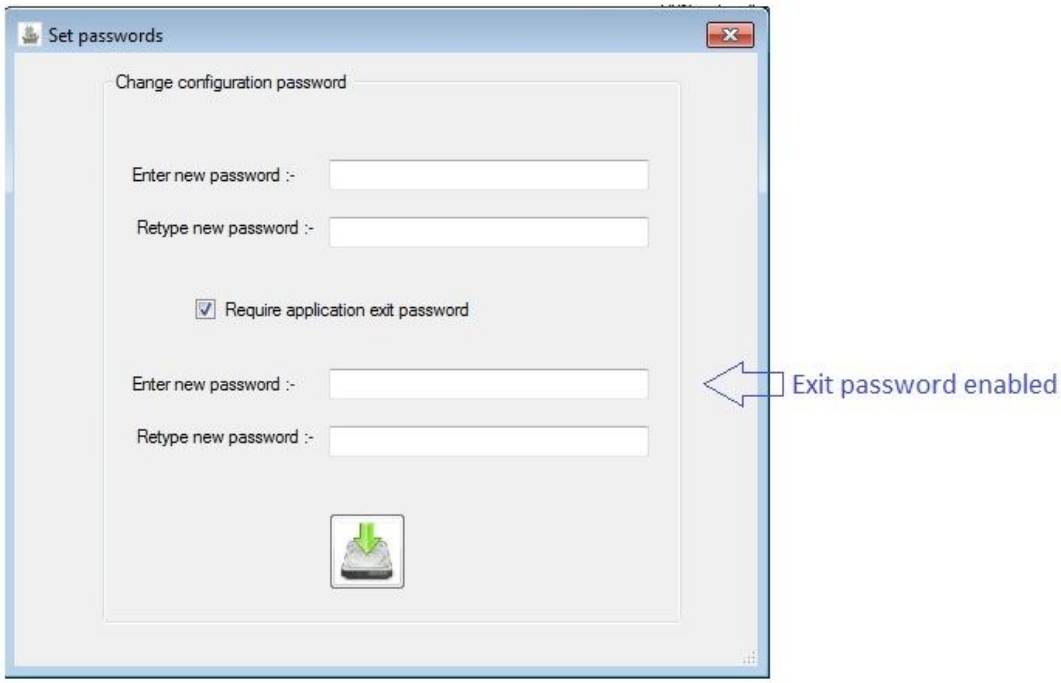
The SPG application needs to be running for the POS transaction events to be logged to the database.

Therefore the SPG application needs to be running all of the time.

For this reason it is advisable to have an ‘exit password’ enabled.

If you forget the configuration password then you will need to book a support call via support@sunbirdSA.co.za to get us to reset the password to default. This is only possible via TeamViewer access at this stage, so, please try to keep the password handy.



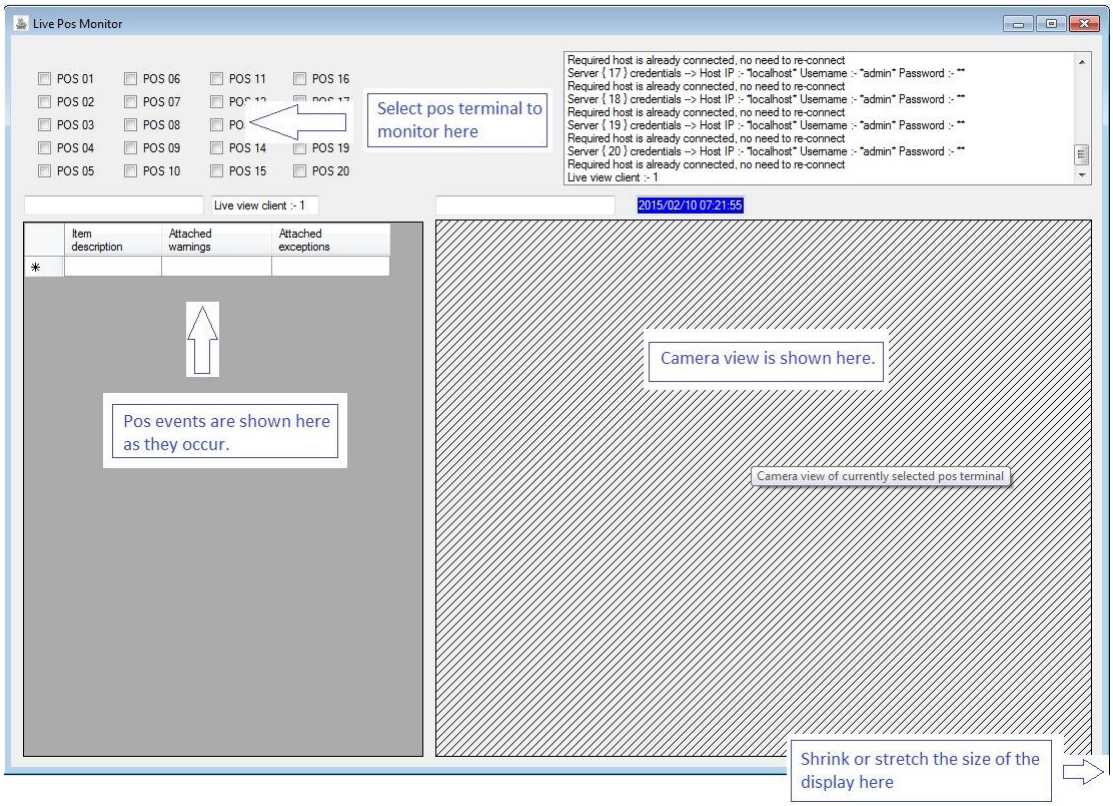

Set passwords
Change configuration password
Enter new password :-
Retype new password :-
Require application exit password
Enter new password :-
Retype new password :-
Exit password enabled

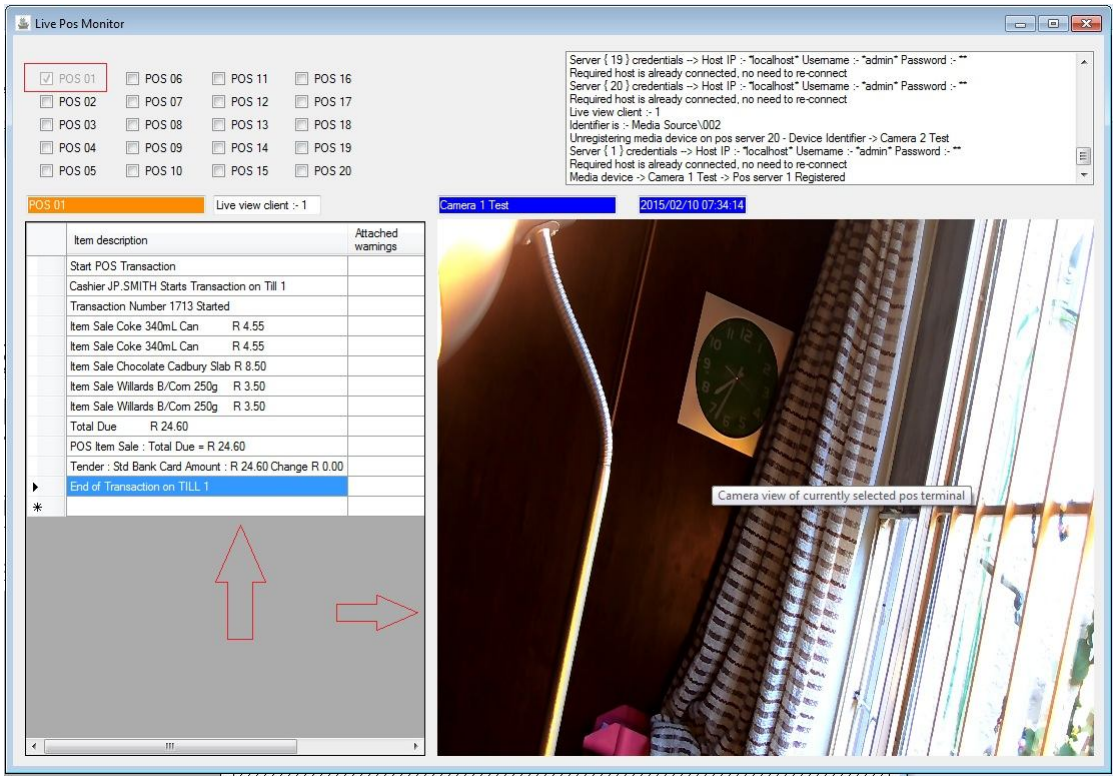
5. The Live Pos Monitor

The ‘Live Pos Monitor’ client is opened by clicking on the button on the main form.

This dialog is used by the surveillance operator to monitor pos transactions in live mode. i.e. as they occur.

In a multi screen environment you can open up to three live pos monitor clients simultaneously, to monitor three different tills.


Live Pos Monitor
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 14
POS 15
POS 16
POS 19
POS 20
Select pos terminal to monitor here
Required host is already connected, no need to re-connect
Server { 17 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Server { 18 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Server { 19 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Server { 20 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Live view client :- 1
Live view client :- 1
2015/02/10 07:21:55
Item description
Attached warnings
Attached exceptions
Pos events are shown here as they occur.
Camera view is shown here.
Camera view of currently selected pos terminal
Shrink or stretch the size of the display here


Live Pos Monitor
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 12
POS 13
POS 14
POS 15
POS 16
POS 17
POS 18
POS 19
POS 20
Server { 19 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Server { 20 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Live view client :- 1
Identifier is :- Media Source\002
Unregistering media device on pos server 20 - Device Identifier -> Camera 2 Test
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Password :- ""
Required host is already connected, no need to re-connect
Media device -> Camera 1 Test -> Pos server 1 Registered
POS 01
Live view client :- 1
Item description
Attached warnings
Start POS Transaction
Cashier JP.SMITH Starts Transaction on Till 1
Transaction Number 1713 Started
Item Sale Coke 340mL Can R 4.55
Item Sale Coke 340mL Can R 4.55
Item Sale Chocolate Cadbury Slab R 8.50
Item Sale Willards B/Corn 250g R 3.50
Item Sale Willards B/Corn 250g R 3.50
Total Due R 24.60
POS Item Sale : Total Due = R 24.60
Tender : Std Bank Card Amount : R 24.60 Change R 0.00
End of Transaction on TILL 1
Camera 1 Test
2015/02/10 07:34:14
Camera view of currently selected pos terminal

Important Note :- This software works best at a screen resolution of 1920 X 1080.

The minimum screen resolution that it will operate on is 1024 X 768.

To use the software to maximum effect (which goes for the VMS also, you should use an environment with multiple monitors. Usually 2 or 3)

6. Archive Investigation Client.

The archive investigation client is the heart of the SPG system. The archive investigation client is opened by clicking on the button on the main form of the SPG application.

This client allows the surveillance operator the functionality to search the POS database and show the video from the VMS archive in correlation to the pos events occurring.

This is used to verify that cashiers / tellers are entering the correct items at the point of sale. Also to solve customer queries quickly and efficiently by doing a review on receipt number etc.

The archive investigation is basically a two step process :-

i) You select the pos event / events that you want to review.

ii) You review the selected events.

6.1. Selecting Pos Event / Events to Review.

When you first select the ‘Archive Investigation Client’ it opens a ‘Search Pos Events’ window which allows you to search through the pos events database.

Here you have two options :-

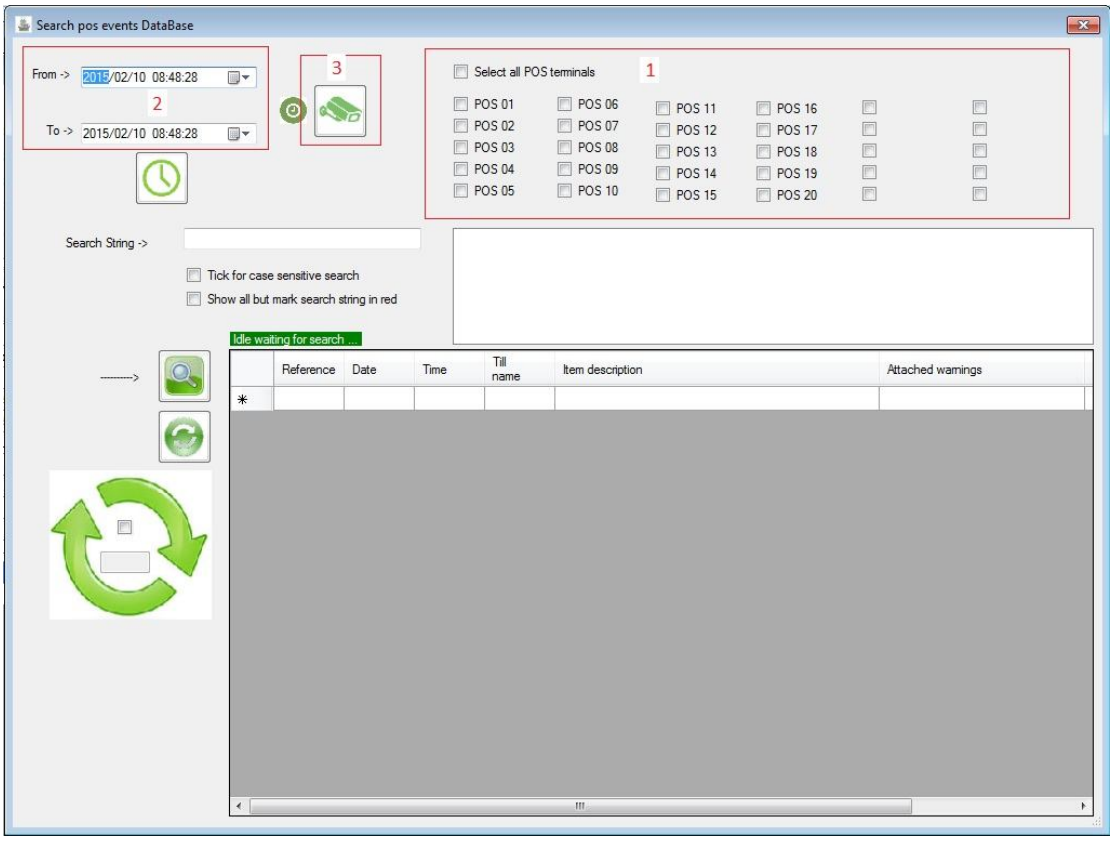
You always need to select a pos terminal to review or all by ticking the relevant tick box.

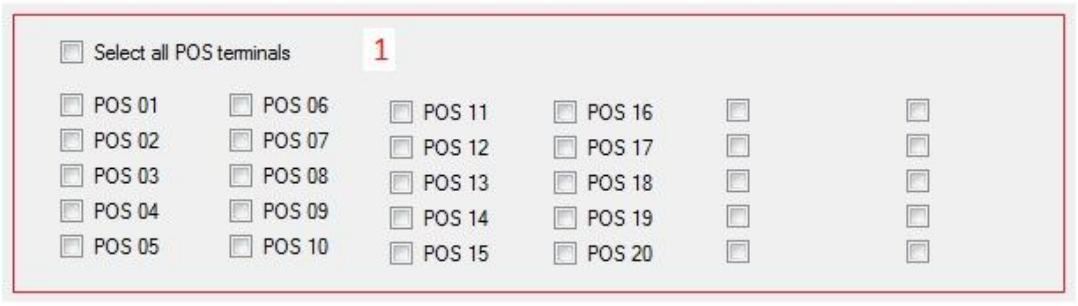
i) You can either do a straight “time based search”, by selecting the ‘From’ and ‘To’ date/time from the date/time pickers, and then clicking on the button.

ii) OR you can do a filtered search. Here the event results are filtered and only the events within the search criteria are shown.

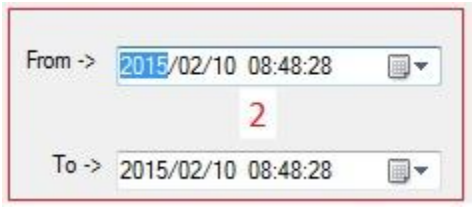
6.1.1. Doing a time based pos event search.

For any of the POS event searches you must first start by selecting the POS terminal that you want to search for archived events on.





Select the required POS terminal by ticking the tick box.
If you wish to select all of the POS terminals then tick the "Select all POS terminals" box.

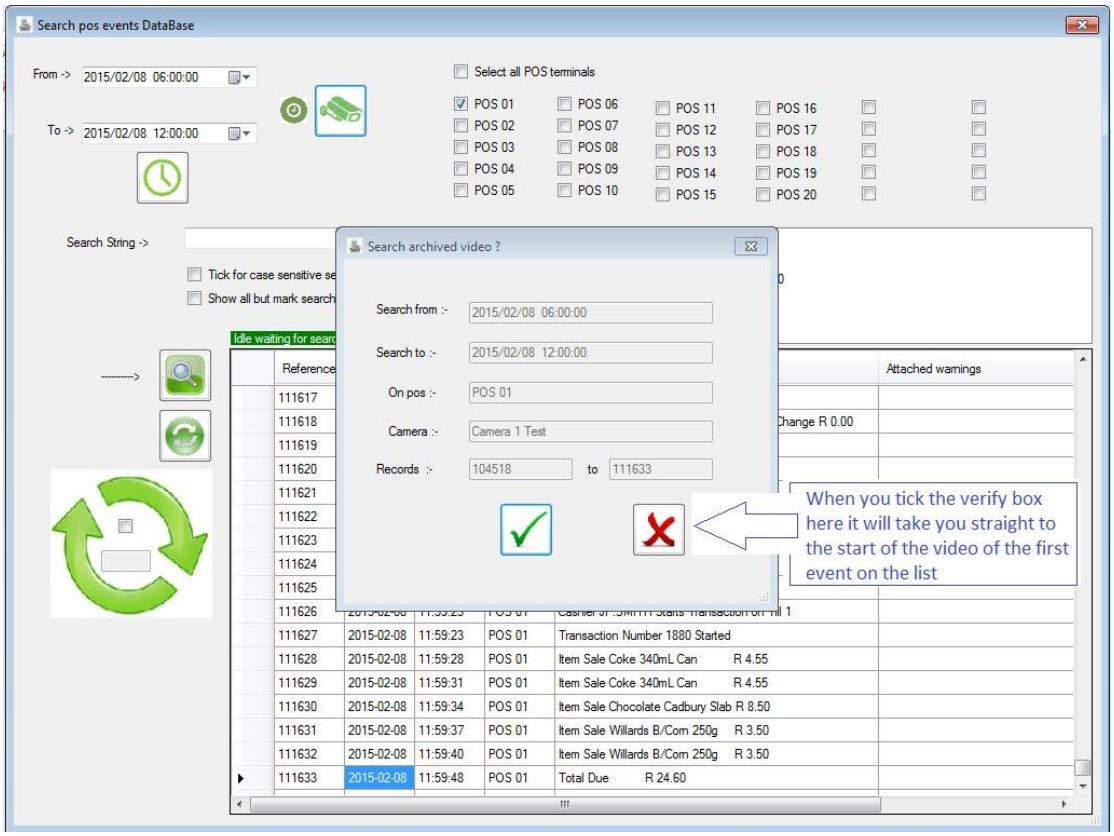


Next you need to select the Time/Date range that you want to cover with your search.

From -> The date/time to start the search from.
To -> The date/time to end the search at.

Note :- The longer this period of time is, the longer the search will take.

Click on the button to perform the search.


Search pos events DataBase
From -> 2015/02/08 06:00:00
To -> 2015/02/08 12:00:00
Select all POS terminals
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 12
POS 13
POS 14
POS 15
POS 16
POS 17
POS 18
POS 19
POS 20
Search String ->
Search archived video ?
Search from :- 2015/02/08 06:00:00
Search to :- 2015/02/08 12:00:00
On pos :- POS 01
Camera :- Camera 1 Test
Records :- 104518 to 111633
When you tick the verify box here it will take you straight to the start of the video of the first event on the list
Reference
Attached warnings
111627 2015-02-08 11:59:23 POS 01 Transaction Number 1880 Started
111628 2015-02-08 11:59:28 POS 01 Item Sale Coke 340mL Can R 4.55
111629 2015-02-08 11:59:31 POS 01 Item Sale Coke 340mL Can R 4.55
111630 2015-02-08 11:59:34 POS 01 Item Sale Chocolate Cadbury Slab R 8.50
111631 2015-02-08 11:59:37 POS 01 Item Sale Willards B/Corn 250g R 3.50
111632 2015-02-08 11:59:40 POS 01 Item Sale Willards B/Corn 250g R 3.50
111633 2015-02-08 11:59:48 POS 01 Total Due R 24.60

When the search is complete the data grid will be filled with all events that occurred on the specified POS terminal between the date/time limits.

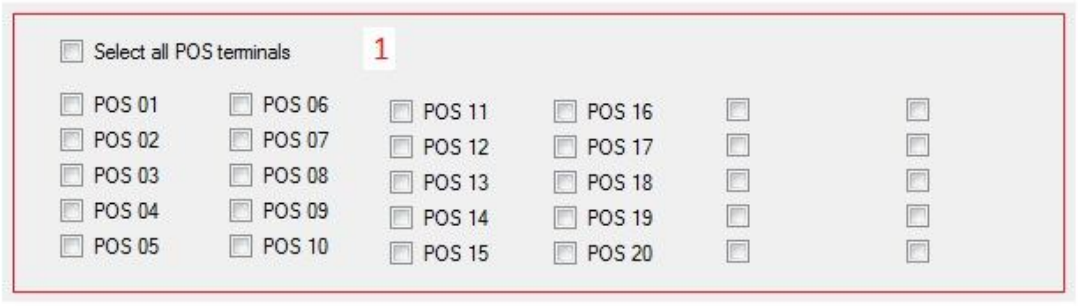
The verification box pops up to show you the list of selected items and asks for verification.

Verifies the search and will load the video and events for review.

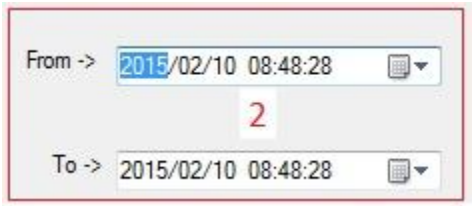
Aborts the search and closes the verification window, waiting for a new search.

6.1.2. Doing a time based pos event search with a search string filter.

For any of the POS event searches you must first start by selecting the POS terminal that you want to search for archived events on.



Select the required POS terminal by ticking the tick box.
If you wish to select all of the POS terminals then tick the "Select all POS terminals" box.

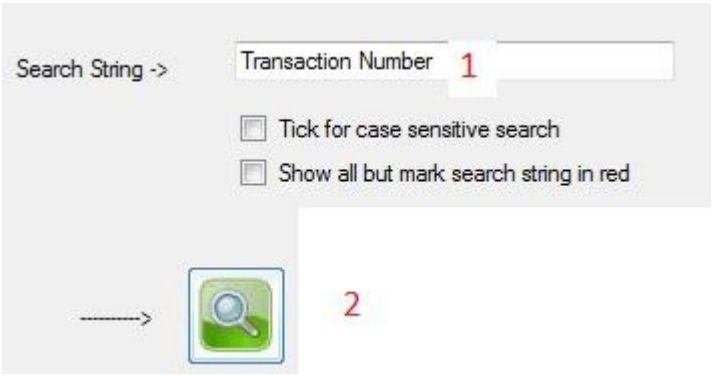


Next you need to select the Time/Date range that you want to cover with your search.

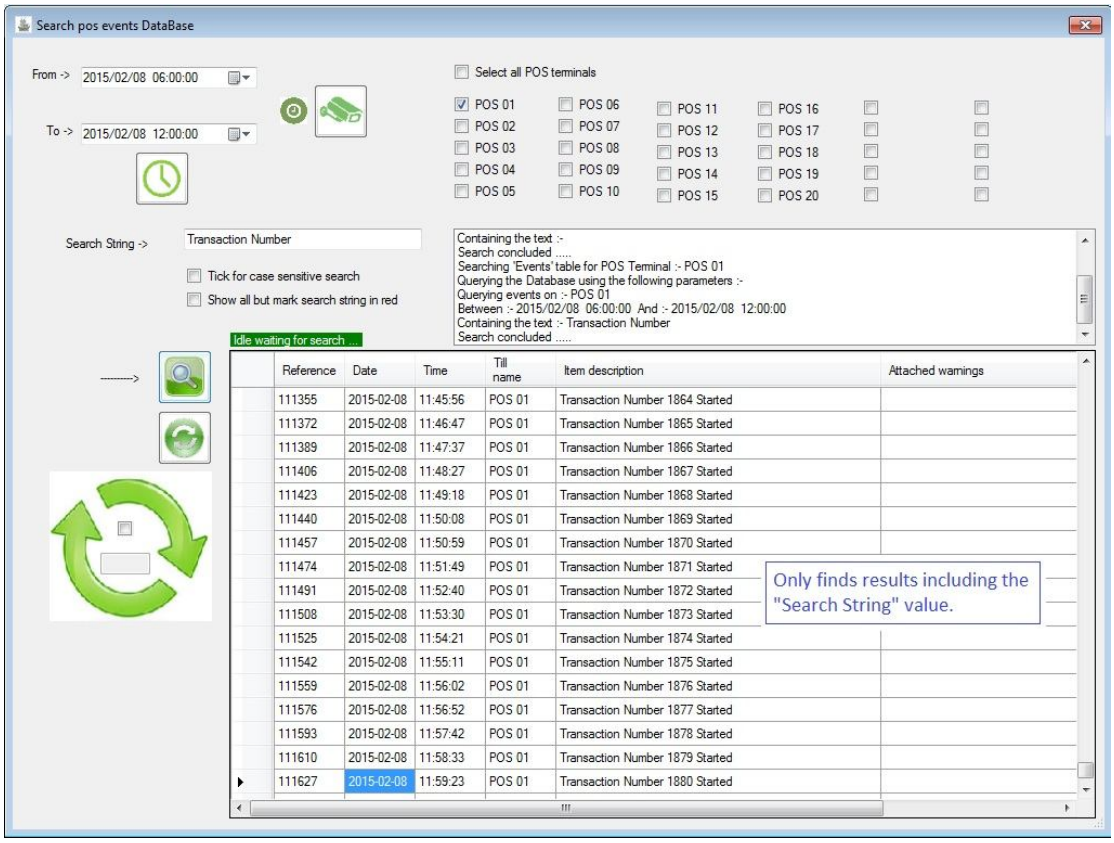
From -> The date/time to start the search from.
To -> The date/time to end the search at.

Note :- The longer this period of time is, the longer the search will take.

Now you type in search string that you want to search for and then click the button.



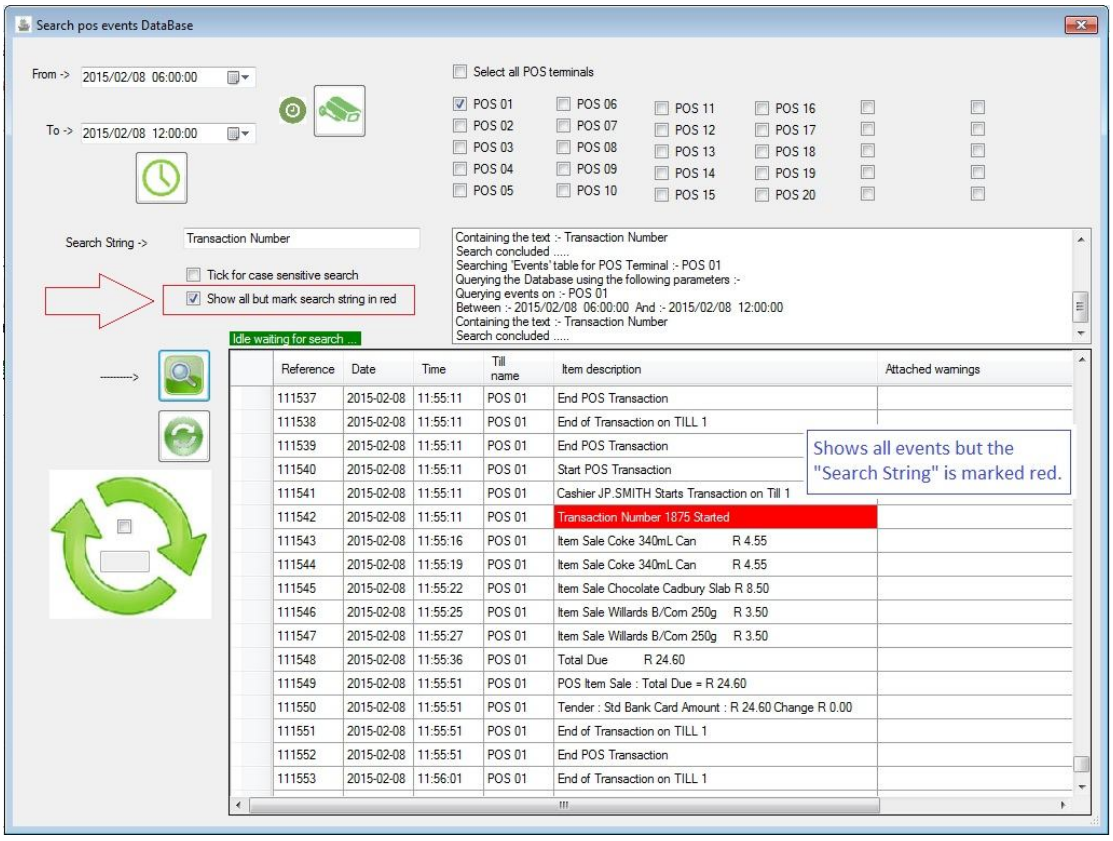
Once the search is complete the following will be displayed :-


Search pos events DataBase
From -> 2015/02/08 06:00:00
To -> 2015/02/08 12:00:00
Select all POS terminals
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 12
POS 13
POS 14
POS 15
POS 16
POS 17
POS 18
POS 19
POS 20
Search String ->
Transaction Number
Tick for case sensitive search
Show all but mark search string in red
Containing the text :-
Search concluded .....
Searching 'Events' table for POS Terminal :- POS 01
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015/02/08 06:00:00 And :- 2015/02/08 12:00:00
Containing the text :- Transaction Number
Search concluded .....
Idle waiting for search ....
Reference
Date
Time
Till name
Item description
Attached warnings
111355 2015-02-08 11:45:56 POS 01 Transaction Number 1864 Started
111372 2015-02-08 11:46:47 POS 01 Transaction Number 1865 Started
111389 2015-02-08 11:47:37 POS 01 Transaction Number 1866 Started
111406 2015-02-08 11:48:27 POS 01 Transaction Number 1867 Started
111423 2015-02-08 11:49:18 POS 01 Transaction Number 1868 Started
111440 2015-02-08 11:50:08 POS 01 Transaction Number 1869 Started
111457 2015-02-08 11:50:59 POS 01 Transaction Number 1870 Started
111474 2015-02-08 11:51:49 POS 01 Transaction Number 1871 Started
111491 2015-02-08 11:52:40 POS 01 Transaction Number 1872 Started
111508 2015-02-08 11:53:30 POS 01 Transaction Number 1873 Started
111525 2015-02-08 11:54:21 POS 01 Transaction Number 1874 Started
111542 2015-02-08 11:55:11 POS 01 Transaction Number 1875 Started
111559 2015-02-08 11:56:02 POS 01 Transaction Number 1876 Started
111576 2015-02-08 11:56:52 POS 01 Transaction Number 1877 Started
111593 2015-02-08 11:57:42 POS 01 Transaction Number 1878 Started
111610 2015-02-08 11:58:33 POS 01 Transaction Number 1879 Started
111627 2015-02-08 11:59:23 POS 01 Transaction Number 1880 Started
Only finds results including the "Search String" value.

Notice that the populated data grid only shows events that are within the search criteria. (i.e. In the example, events that included “Transaction Number”)

Or try to do the Search again but tick the box marked :-

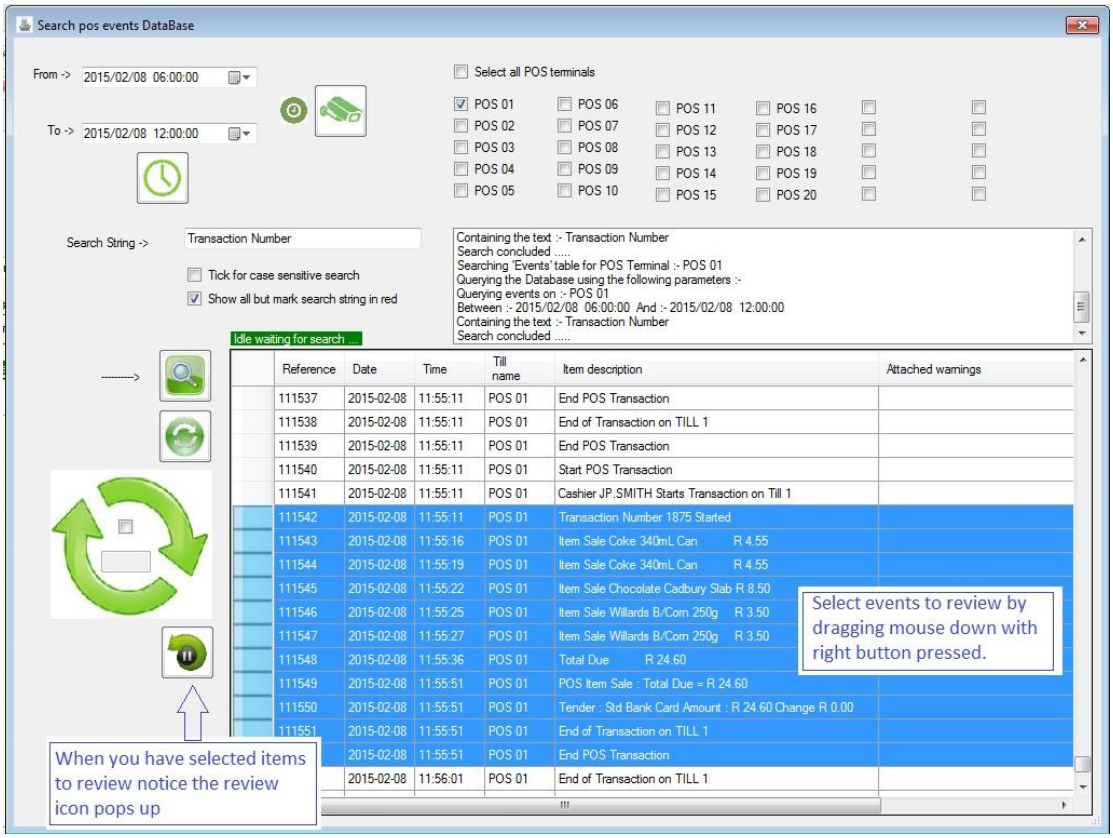
“Show all but mark search string in red”


Search pos events DataBase
From -> 2015/02/08 06:00:00
To -> 2015/02/08 12:00:00
Select all POS terminals
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 12
POS 13
POS 14
POS 15
POS 16
POS 17
POS 18
POS 19
POS 20
Search String ->
Transaction Number
Tick for case sensitive search
Show all but mark search string in red
Containing the text :- Transaction Number
Search concluded .....
Searching 'Events' table for POS Terminal :- POS 01
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015/02/08 06:00:00 And :- 2015/02/08 12:00:00
Containing the text :- Transaction Number
Search concluded .....
Idle waiting for search ....
Reference
Date
Time
Till name
Item description
Attached warnings
111537 2015-02-08 11:55:11 POS 01 End POS Transaction
111538 2015-02-08 11:55:11 POS 01 End of Transaction on TILL 1
111539 2015-02-08 11:55:11 POS 01 End POS Transaction
111540 2015-02-08 11:55:11 POS 01 Start POS Transaction
111541 2015-02-08 11:55:11 POS 01 Cashier JP.SMITH Starts Transaction on Till 1
111542 2015-02-08 11:55:11 POS 01 Transaction Number 1875 Started
111543 2015-02-08 11:55:16 POS 01 Item Sale Coke 340mL Can R 4.55
111544 2015-02-08 11:55:19 POS 01 Item Sale Coke 340mL Can R 4.55
111545 2015-02-08 11:55:22 POS 01 Item Sale Chocolate Cadbury Slab R 8.50
111546 2015-02-08 11:55:25 POS 01 Item Sale Willards B/Corn 250g R 3.50
111547 2015-02-08 11:55:27 POS 01 Item Sale Willards B/Corn 250g R 3.50
111548 2015-02-08 11:55:36 POS 01 Total Due R 24.60
111549 2015-02-08 11:55:51 POS 01 POS Item Sale : Total Due = R 24.60
111550 2015-02-08 11:55:51 POS 01 Tender : Std Bank Card Amount : R 24.60 Change R 0.00
111551 2015-02-08 11:55:51 POS 01 End of Transaction on TILL 1
111552 2015-02-08 11:55:51 POS 01 End POS Transaction
111553 2015-02-08 11:56:01 POS 01 End of Transaction on TILL 1
Shows all events but the "Search String" is marked red.

Notice now that the data grid is populated with all data within the time frame but events containing the search string are highlighted in red.

You now proceed to select the events from the data grid that you wish to review.

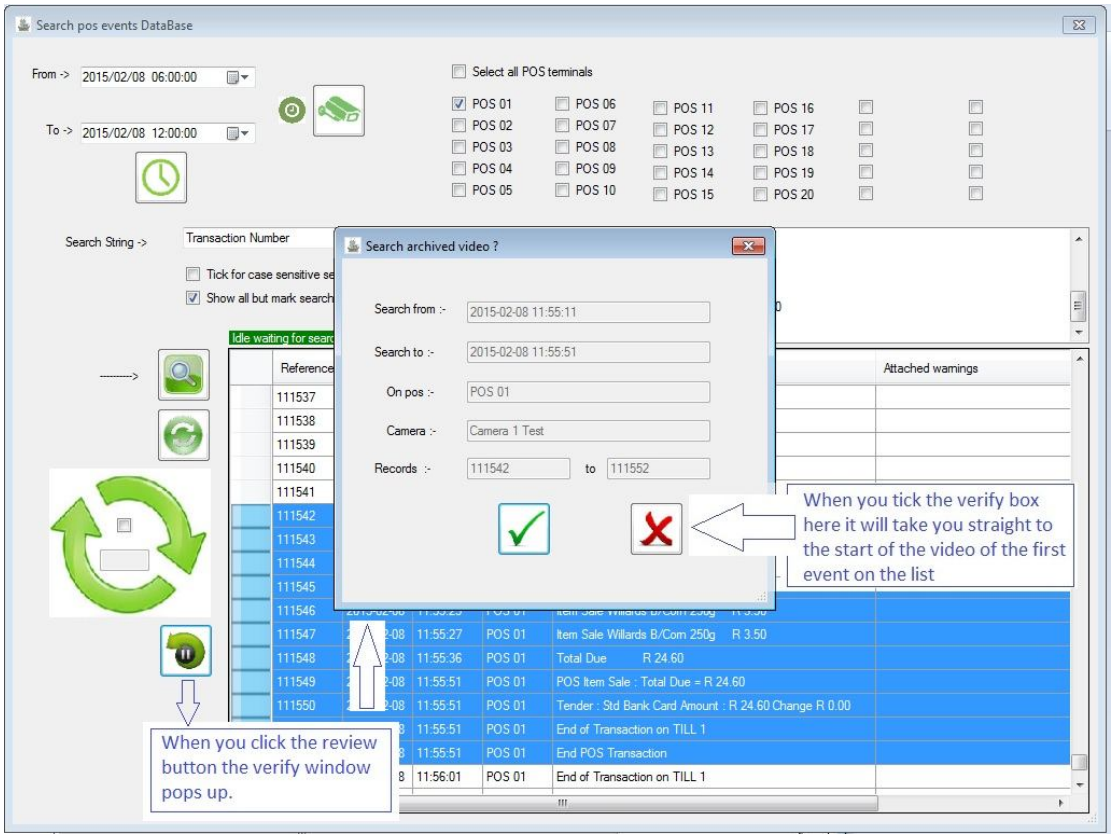
Tip :- Do this by pressing the left key of the mouse and dragging over the left most column of the data grid. Releasing the mouse button on the last event.


Search pos events DataBase
From -> 2015/02/08 06:00:00
To -> 2015/02/08 12:00:00
Select all POS terminals
POS 01
POS 02
POS 03
POS 04
POS 05
POS 06
POS 07
POS 08
POS 09
POS 10
POS 11
POS 12
POS 13
POS 14
POS 15
POS 16
POS 17
POS 18
POS 19
POS 20
Search String ->
Transaction Number
Tick for case sensitive search
Show all but mark search string in red
Containing the text :- Transaction Number
Search concluded .....
Searching 'Events' table for POS Terminal :- POS 01
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015/02/08 06:00:00 And :- 2015/02/08 12:00:00
Containing the text :- Transaction Number
Search concluded .....
Idle waiting for search ...
Reference
Date
Time
Till name
Item description
Attached warnings
111537 2015-02-08 11:55:11 POS 01 End POS Transaction
111538 2015-02-08 11:55:11 POS 01 End of Transaction on TILL 1
111539 2015-02-08 11:55:11 POS 01 End POS Transaction
111540 2015-02-08 11:55:11 POS 01 Start POS Transaction
111541 2015-02-08 11:55:11 POS 01 Cashier JP.SMITH Starts Transaction on Till 1
111542 2015-02-08 11:55:11 POS 01 Transaction Number 1875 Started
111543 2015-02-08 11:55:16 POS 01 Item Sale Coke 340mL Can R 4.55
111544 2015-02-08 11:55:19 POS 01 Item Sale Coke 340mL Can R 4.55
111545 2015-02-08 11:55:22 POS 01 Item Sale Chocolate Cadbury Slab R 8.50
111546 2015-02-08 11:55:25 POS 01 Item Sale Willards B/Corn 250g R 3.50
111547 2015-02-08 11:55:27 POS 01 Item Sale Willards B/Corn 250g R 3.50
111548 2015-02-08 11:55:36 POS 01 Total Due R 24.60
111549 2015-02-08 11:55:51 POS 01 POS Item Sale : Total Due = R 24.60
111550 2015-02-08 11:55:51 POS 01 Tender : Std Bank Card Amount : R 24.60 Change R 0.00
111551 2015-02-08 11:55:51 POS 01 End of Transaction on TILL 1
2015-02-08 11:55:51 POS 01 End POS Transaction
2015-02-08 11:56:01 POS 01 End of Transaction on TILL 1
Select events to review by dragging mouse down with right button pressed.
When you have selected items to review notice the review icon pops up

As you release the mouse you will notice that a new button popped up on the left of the data grid.

This is the “Review Video” button.

Pressing the button will open the “Verification box”



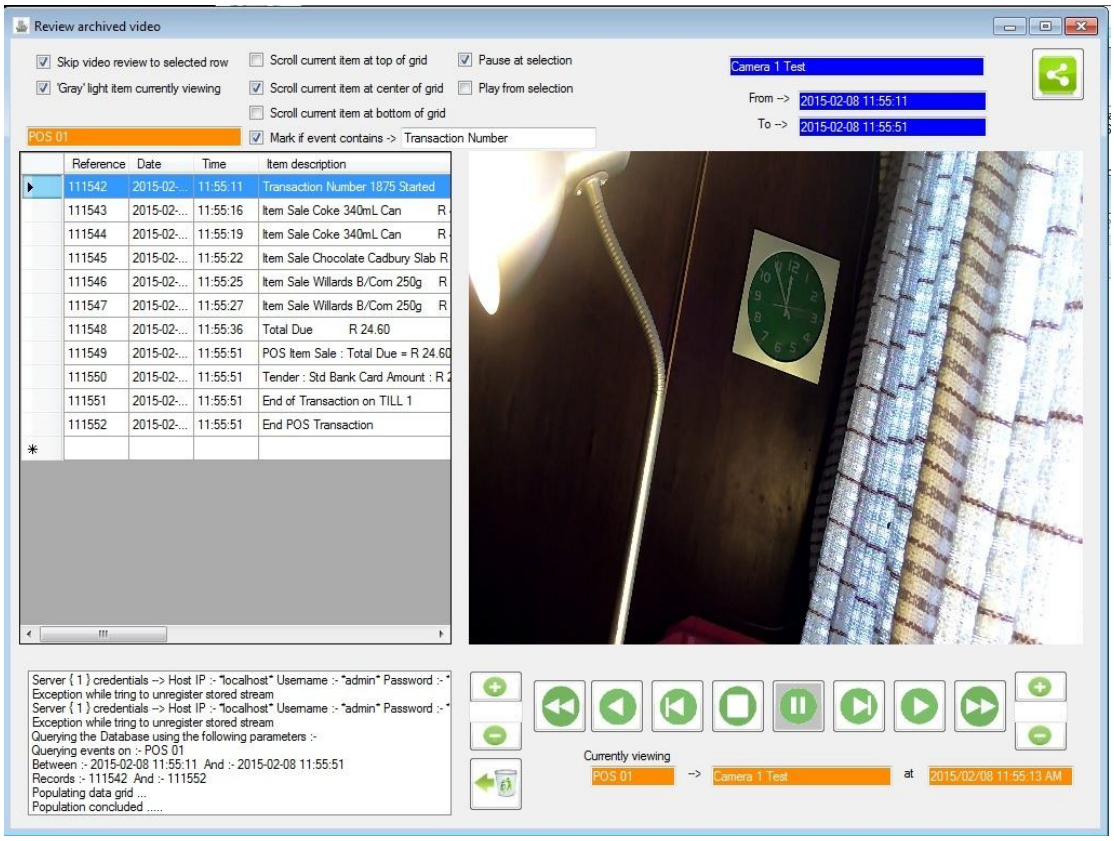
The verification box shows you the list of selected items and asks for verification.

Verifies the search and will load the video and events for review.

Aborts the search and closes the verification window, waiting for a new search.

6.2. Review Archived Video

This window opens with the Video from the first event on the list and with the video paused.


Review archived video
Skip video review to selected row
'Gray' light item currently viewing
Scroll current item at top of grid
Scroll current item at center of grid
Scroll current item at bottom of grid
Pause at selection
Play from selection
Mark if event contains -> Transaction Number
POS 01
Camera 1 Test
From --> 2015-02-08 11:55:11
To --> 2015-02-08 11:55:51
Reference Date Time Item description
111542 2015-02-... 11:55:11 Transaction Number 1875 Started
111543 2015-02-... 11:55:16 Item Sale Coke 340mL Can
111544 2015-02-... 11:55:19 Item Sale Coke 340mL Can
111545 2015-02-... 11:55:22 Item Sale Chocolate Cadbury Slab
111546 2015-02-... 11:55:25 Item Sale Willards B/Com 250g
111547 2015-02-... 11:55:27 Item Sale Willards B/Com 250g
111548 2015-02-... 11:55:36 Total Due R 24.60
111549 2015-02-... 11:55:51 POS Item Sale : Total Due = R 24.60
111550 2015-02-... 11:55:51 Tender : Std Bank Card Amount : R
111551 2015-02-... 11:55:51 End of Transaction on TILL 1
111552 2015-02-... 11:55:51 End POS Transaction
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Password :-
Exception while tring to unregister stored stream
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Password :-
Exception while tring to unregister stored stream
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015-02-08 11:55:11 And :- 2015-02-08 11:55:51
Records :- 111542 And :- 111552
Populating data grid ...
Population concluded .....
Currently viewing
POS 01
->
Camera 1 Test
at
2015/02/08 11:55:13 AM

You can now use the video position controlling tools to play / forward / Rewind / pause the video.

6.2.1. The Video Review control buttons

PAUSE

1 SECOND FORWARD

PLAY SPEED 1 X

PLAY FAST FORWARD 2X 4X 6X 8X

STOP

1 SECOND BACK

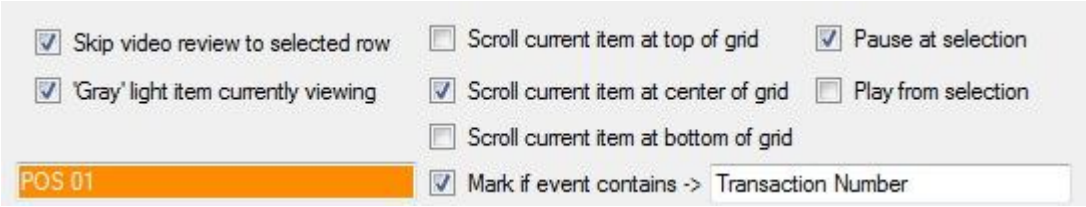
REVERSE PLAY 1 X

REVERSE PLAY FAST 2X 4X 6X 8X

REVERSE OR FORWARD SPEED UP / DOWN

6.2.2. Current position

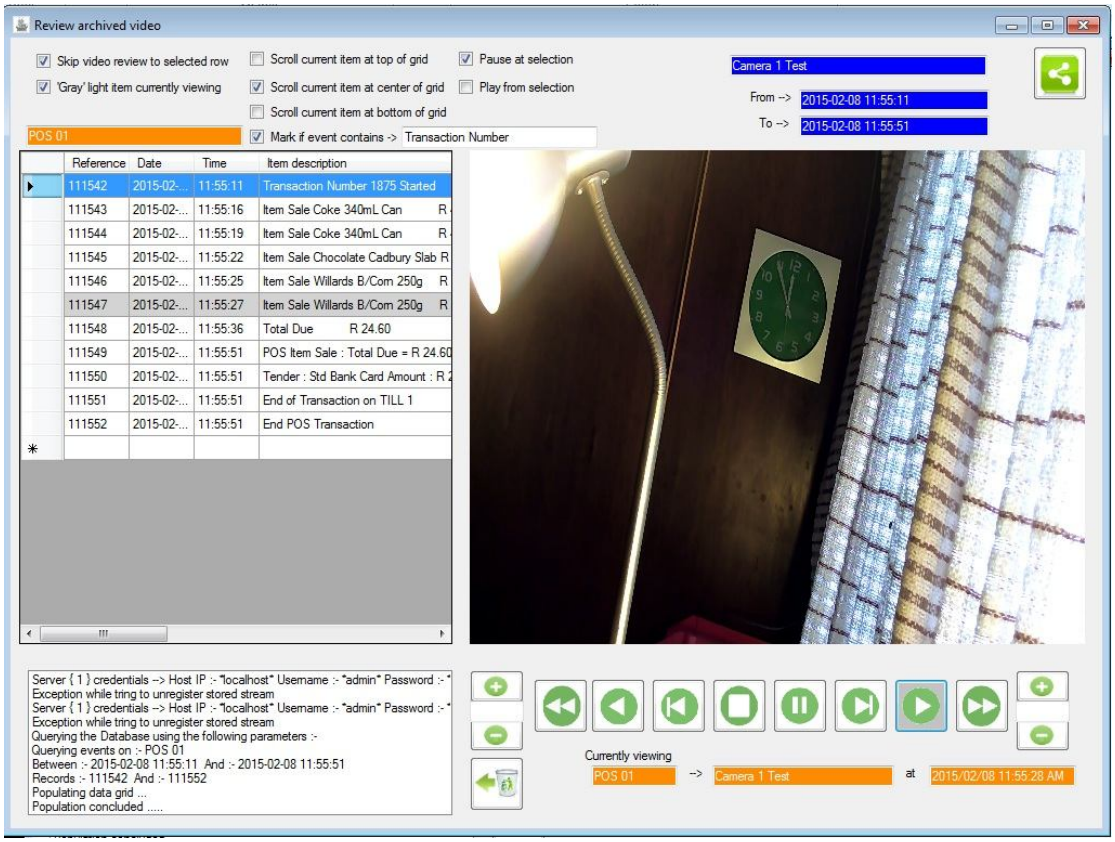
6.2.3. Text to Video correlation.


Skip video review to selected row
'Gray' light item currently viewing
Scroll current item at top of grid
Scroll current item at center of grid
Scroll current item at bottom of grid
Pause at selection
Play from selection
POS 01
Mark if event contains ->
Transaction Number

There are various parameters that you can set by tick boxes to change how the current data grid item is displayed on the video.

These are selected by the tick boxes as shown above.
The description next to the tick box describes the function.

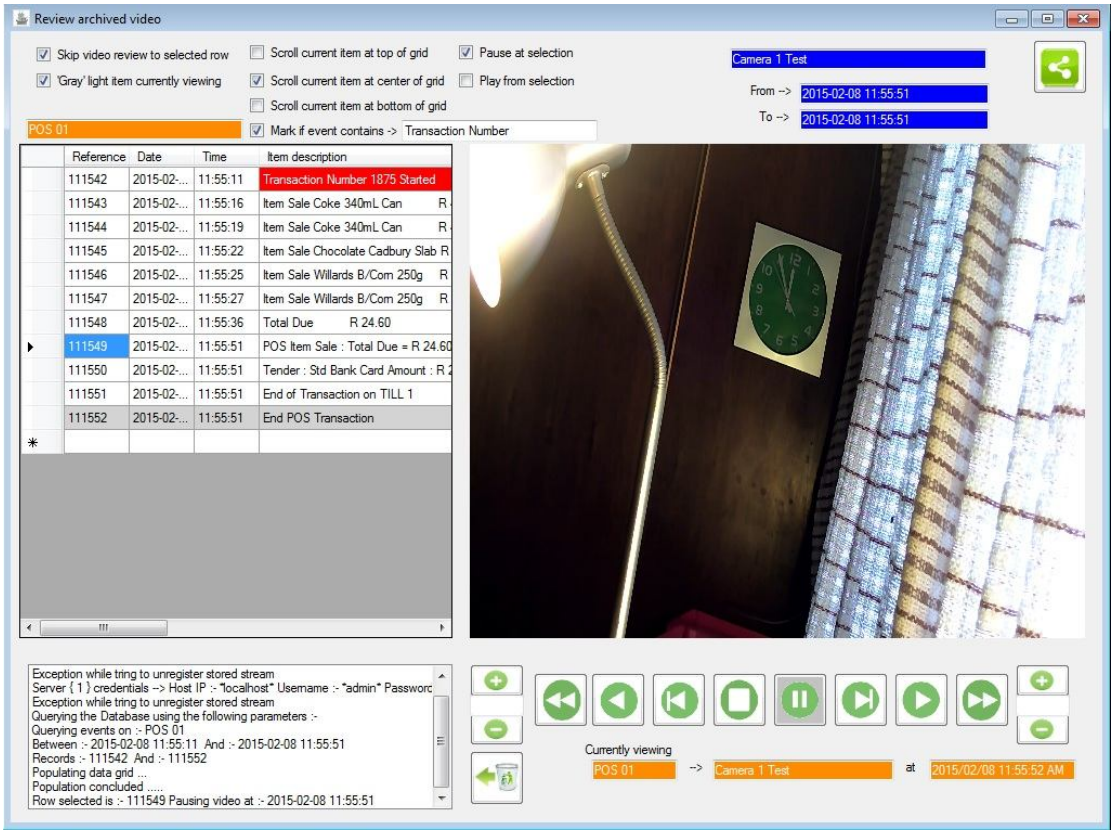
From the image following on the next page you can see that the current Item viewing is ‘gray lighted’ , and, it is showing in the centre of the data grid as per the selection.


Review archived video
Skip video review to selected row
'Gray' light item currently viewing
Scroll current item at top of grid
Scroll current item at center of grid
Scroll current item at bottom of grid
Pause at selection
Play from selection
Camera 1 Test
From --> 2015-02-08 11:55:11
To --> 2015-02-08 11:55:51
POS 01
Mark if event contains -> Transaction Number
Reference Date Time Item description
111542 2015-02-... 11:55:11 Transaction Number 1875 Started
111543 2015-02-... 11:55:16 Item Sale Coke 340mL Can
111544 2015-02-... 11:55:19 Item Sale Coke 340mL Can
111545 2015-02-... 11:55:22 Item Sale Chocolate Cadbury Slab
111546 2015-02-... 11:55:25 Item Sale Willards B/Corn 250g
111547 2015-02-... 11:55:27 Item Sale Willards B/Corn 250g
111548 2015-02-... 11:55:36 Total Due R 24.60
111549 2015-02-... 11:55:51 POS Item Sale : Total Due = R 24.60
111550 2015-02-... 11:55:51 Tender : Std Bank Card Amount : R
111551 2015-02-... 11:55:51 End of Transaction on TILL 1
111552 2015-02-... 11:55:51 End POS Transaction
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Password :-
Exception while tring to unregister stored stream
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Password :-
Exception while tring to unregister stored stream
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015-02-08 11:55:11 And :- 2015-02-08 11:55:51
Records :- 111542 And :- 111552
Populating data grid ...
Population concluded .....
Currently viewing
POS 01 --> Camera 1 Test at 2015/02/08 11:55:28 AM

6.2.4. Forward or Reverse referencing the video to a POS event item.

You can scroll down the data grid through the POS events and automatically select any event that you wish to review from.

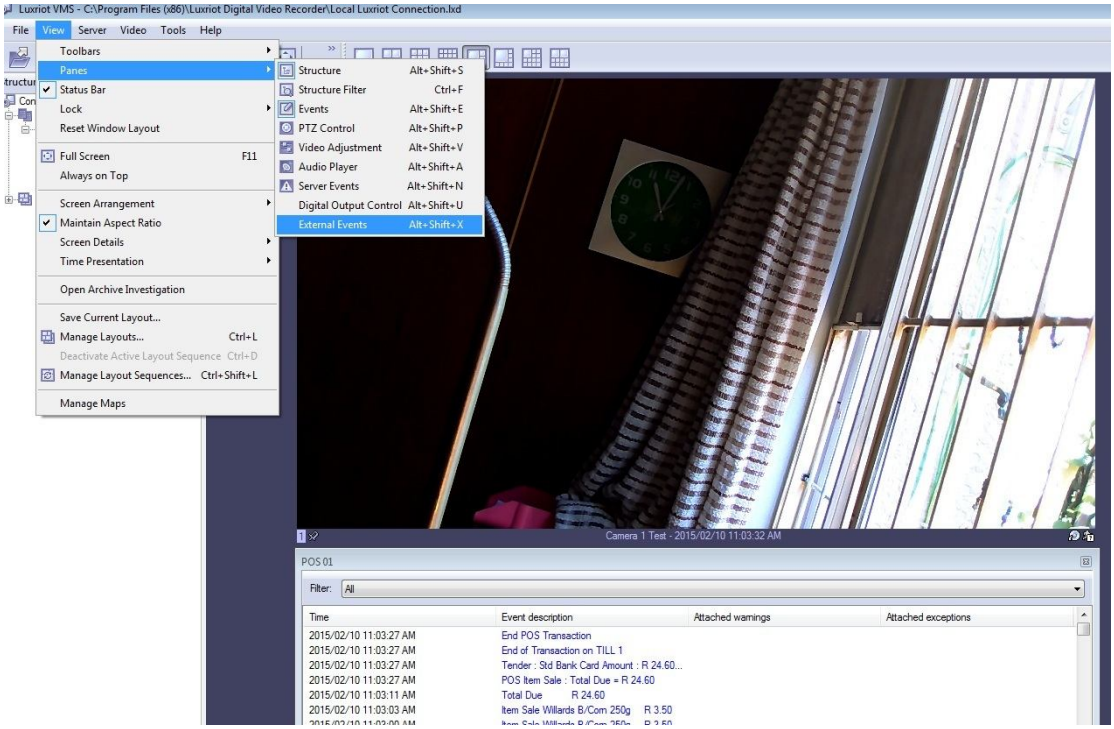
Select the event by Double Clicking the mouse while over it and the video will automatically move forward / backwards and pause at the new selected event.


Review archived video
Skip video review to selected row
'Gray' light item currently viewing
Scroll current item at top of grid
Scroll current item at center of grid
Scroll current item at bottom of grid
Pause at selection
Play from selection
Camera 1 Test
From -->
2015-02-08 11:55:51
To -->
2015-02-08 11:55:51
POS 01
Mark if event contains ->
Transaction Number
Reference
Date
Time
Item description
111542 2015-02-... 11:55:11 Transaction Number 1875 Started
111543 2015-02-... 11:55:16 Item Sale Coke 340mL Can
111544 2015-02-... 11:55:19 Item Sale Coke 340mL Can
111545 2015-02-... 11:55:22 Item Sale Chocolate Cadbury Slab
111546 2015-02-... 11:55:25 Item Sale Willards B/Corn 250g
111547 2015-02-... 11:55:27 Item Sale Willards B/Corn 250g
111548 2015-02-... 11:55:36 Total Due R 24.60
111549 2015-02-... 11:55:51 POS Item Sale : Total Due = R 24.60
111550 2015-02-... 11:55:51 Tender : Std Bank Card Amount : R
111551 2015-02-... 11:55:51 End of Transaction on TILL 1
111552 2015-02-... 11:55:51 End POS Transaction
Exception while tring to unregister stored stream
Server { 1 } credentials --> Host IP :- "localhost" Username :- "admin" Passwor
Exception while tring to unregister stored stream
Querying the Database using the following parameters :-
Querying events on :- POS 01
Between :- 2015-02-08 11:55:11 And :- 2015-02-08 11:55:51
Records :- 111542 And :- 111552
Populating data grid ...
Population concluded .....
Row selected is :- 111549 Pausing video at :- 2015-02-08 11:55:51
Currently viewing
POS 01
-->
Camera 1 Test
at
2015/02/08 11:55:52 AM

7. Viewing events from within the Luxriot VMS.

As dealt with in the configuration, the Luxriot VMS supports a method whereby third party systems such as the SPG can register and send text to an “External Event Pane.”

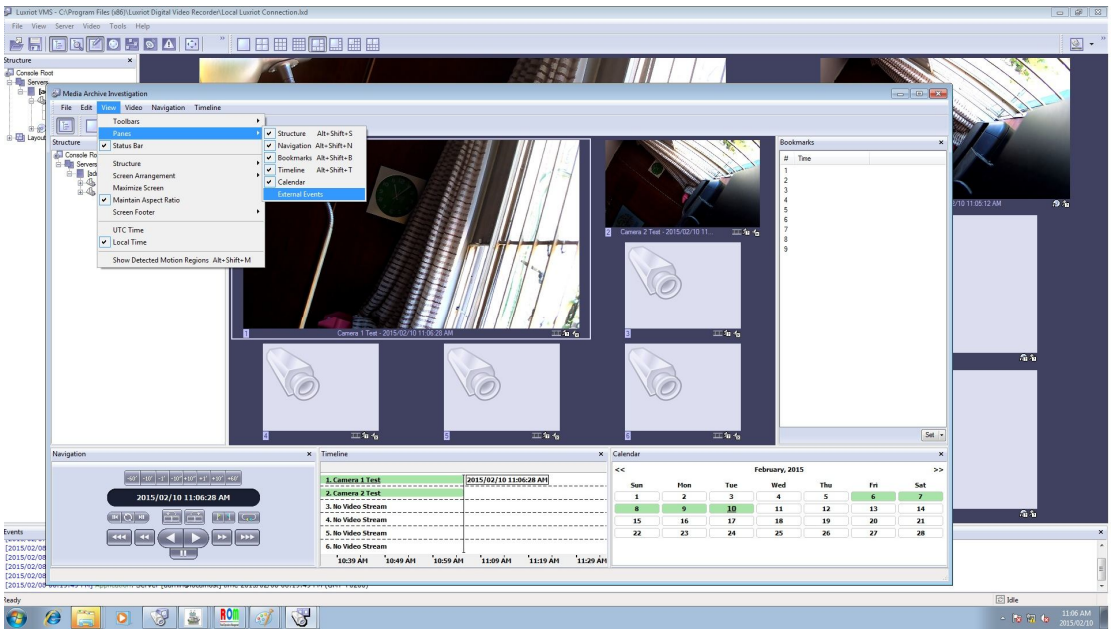
This can be viewed in conjunction with the video on the Luxriot VMS.

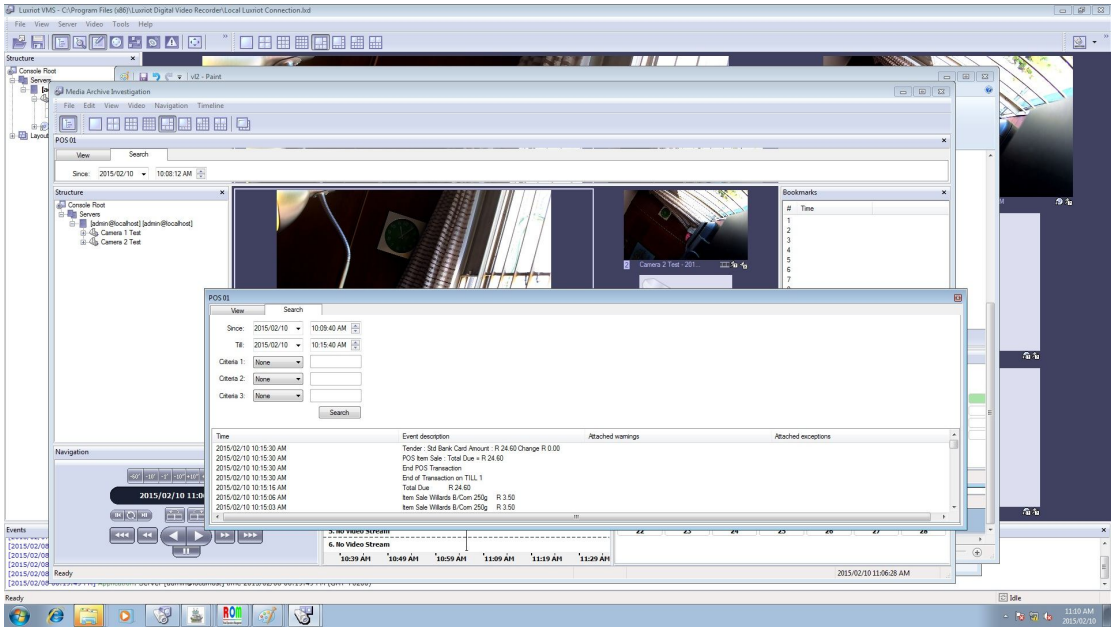


In Live viewing mode when you open the external event page registered it shows the external event pane with the live POS transactions.

In Media Archive Investigation Search the SPG populates the External Event Pane as the review advances to the correct point.

Also double clicking on the event in the event search pane will automatically set the video to review from that point.





8. Conclusion

This concludes the technical document for the Integration of POS systems To the Luxriot VMS via a Stealth POS Gateway (SPG).

This document does not cover specific requirements that may be required for the configuration of different POS systems to work on the SPG.

Please refer to the POS system suppliers documentation and/or any documents on our website www.SunbirdSA.com pertaining to integration to specific POS systems.

Or alternatively contact support@SunbirdSA.co.za for technical assistance.

To help us improve out product and documentation please send any errors or omissions that you struggle with to

thetechnicalwriter@SunbirdSA.co.za

END OF DOCUMENT